



Visioneer® OneTouch®
9750 USB Scanner
User's Guide

visioneer



for Windows

Visioneer OneTouch[®] 9750 USB Scanner User's Guide

FOR WINDOWS

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
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This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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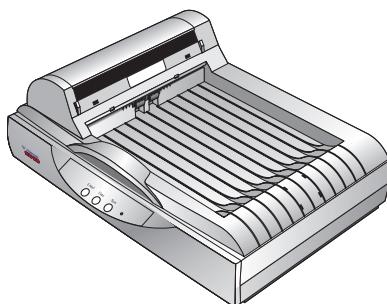
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WELCOME

Your new Visioneer 9750 scanner can quickly scan stacks of documents with the Automatic Document Feeder (ADF), or single pages on the Flatbed Glass.

WHAT'S IN THE BOX

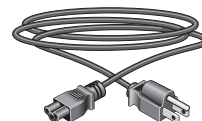
Before starting the assembly and installation, check the contents of the box to make sure that all parts are included. If any items are missing or damaged, contact the dealer where you purchased the scanner.



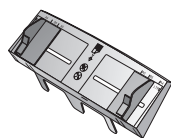
Visioneer 9750 Scanner



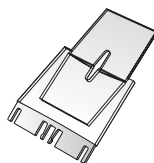
USB cable



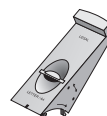
Power cable



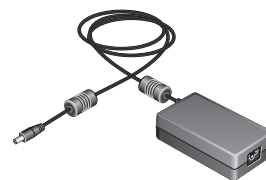
Paper Guide



Paper Guide Extension



Paper Stop



Power supply



Replacement
ADF Pad



Installation CD

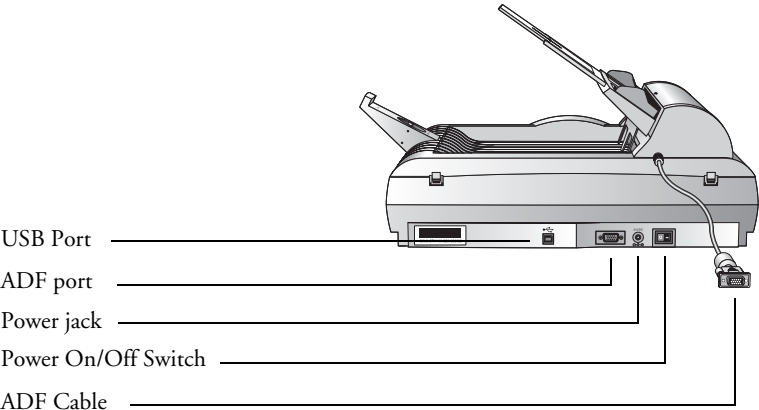
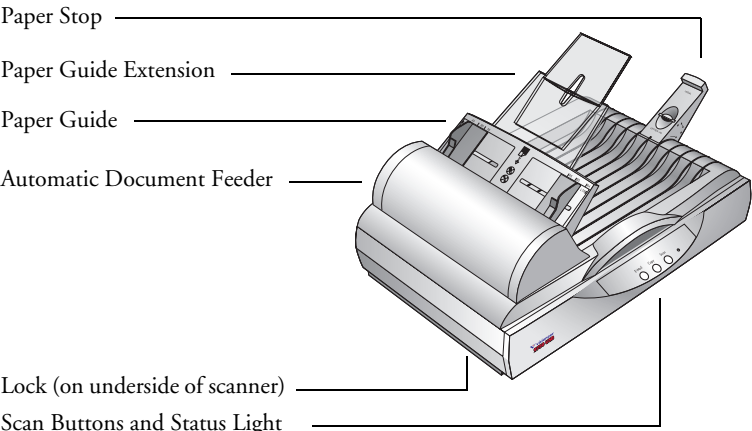
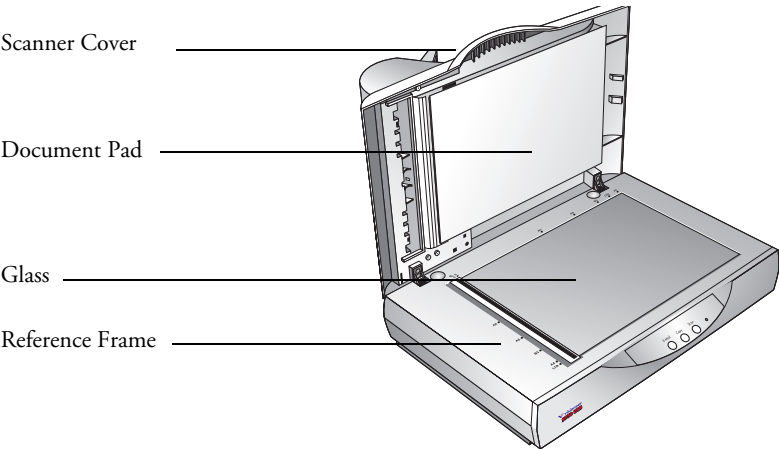


Quick Install Guide



Technical Support Card

THE VISIONEER 9750 SCANNER



Scanner Cover—Protects the document from light and contamination during scanning. Close the cover to put a stack of documents in the Automatic Document Feeder (ADF).

Document Pad—Holds documents in place on the scanner glass.

Glass—Place items face down aligned at the upper left corner of the glass.

Reference Frame—Place documents face down on the glass, aligned at the arrow symbol in the upper-left corner.

Paper Stop—Holds items in place as they are ejected from the Automatic Document Feeder. Adjust the stop for either letter-sized or legal-sized pages.

Paper Guide Extension—Unfolds to support multiple document lengths.

Paper Guide—Holds pages in place. Adjust to fit the paper size.

Automatic Document Feeder (ADF)—Feeds a stack of pages onto the glass for scanning. The ADF can hold up to 50 pages at a time.

Lock—Locks or unlocks the scanning head. The lock must be unlocked for the scanner to scan. The lock should always be locked when transporting the scanner.

Scan Buttons—Press to start scanning.

Status Lights—Shows the scanner's status. A steady green light indicates the scanner is available to scan. A rapidly flashing green light indicates the scanner is preparing to scan. See "Status Light Troubleshooting Codes" on page 144 for additional details.

USB Port—Connects the scanner to the computer.

ADF Port—Connects the ADF cable from the Automatic Document Feeder to the scanner body.

Power Jack—Connects the power cord to the scanner.

Power On/Off Switch—Turns the scanner's power on and off.

ADF Cable—Supplies power from the scanner body to the Automatic Document Feeder. The cable must be securely plugged into the ADF port for the Automatic Document Feeder to work.

WHAT YOU NEED

An IBM-compatible Pentium PC, or AMD equivalent with:

- A CD-ROM drive
- An available Universal Serial Bus (USB) port; 1.1 or 2.0
- Microsoft Windows XP (Service Pack 1 or 2) or Windows 2000 (Service Pack 4)
- A minimum of 256 megabytes (MB) of internal memory (RAM); 512 MB is recommended
- 200 MB minimum of free hard disk space

A VGA or SVGA Monitor

The recommended settings for your monitor are:

- High Color (16-bit) or True Color (24-bit or 32-bit)
- Resolution set to at least 800 x 600 pixels

To set your monitor's colors and resolution:

- Open the Windows Control Panel
- Double-click on **Display** then select the **Settings** tab.

DOCUMENTATION

The following documentation is provided with your scanner:

- Quick Install Card—Abbreviated installation instructions.
- Visioneer 9750 Scanner User's Guide—On the Installation CD; contains detailed installation, scanning, configuration, and maintenance information.
- PaperPort User's Guide—On the Installation CD; contains detailed feature and configuration information for the PaperPort software.
- Online Help—For the scanner configuration, TWAIN and WIA interfaces, and PaperPort software application.

Installing

Installation is a quick, four-step process:

1. Assemble the scanner
2. Install the software
3. Connect the power supply
4. Connect the USB cable and turn on the power

BEFORE YOU BEGIN

Please make sure of the following before you begin installation:

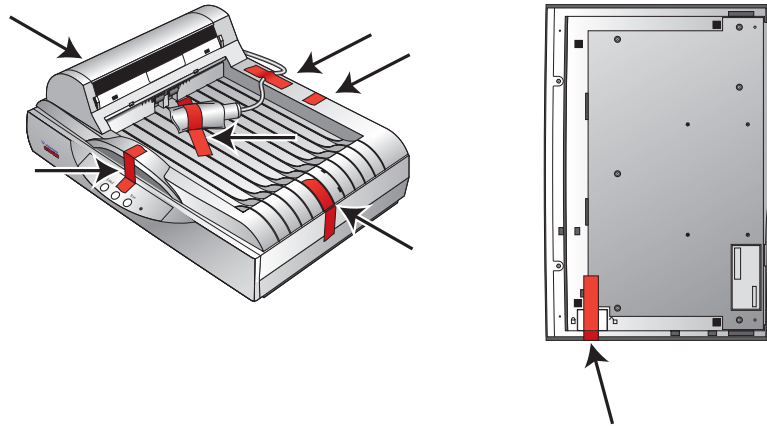
- If your computer has AntiVirus or AntiSpyware software running, you may see messages during installation asking you to allow the installation to proceed. Although the messages will differ based on the software your computer is running, in each case you should allow the installation to proceed. Alternatively, you can turn off the AntiVirus or AntiSpyware software before installing your scanner, but if you do, make sure to turn it back on again when installation is finished.
- If you already have a scanner connected to your computer, it is recommended that you remove that scanner's driver program prior to installing your Visioneer 9750 scanner. While in some cases you can configure your computer to have another manufacturer's scanner operational on your computer in conjunction with the Visioneer 9750 scanner, we do not recommend this configuration as you may lose some of the driver functionality on one, or both of the units. You can remove these programs from the Windows Add/Remove programs list. Please refer to the user manual provided with your other scanner hardware for instructions about removing the driver and software for that unit.

STEP 1: ASSEMBLE THE SCANNER

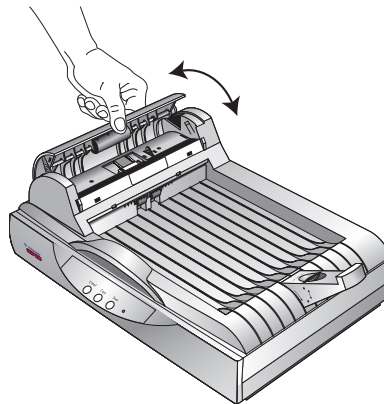
All the components to assemble the scanner are included in the box.

To assemble the scanner:

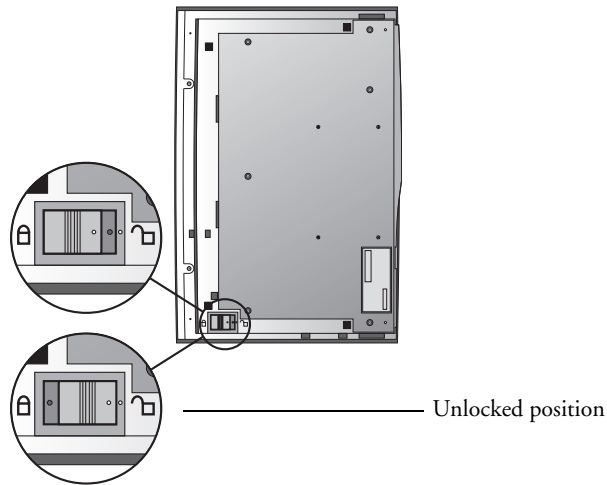
1. Remove all shipping tape from the top and bottom of the scanner.



2. Open the ADF cover and carefully remove any foam particles that may have gotten inside the Automatic Document Feeder. Close the cover so it snaps shut.

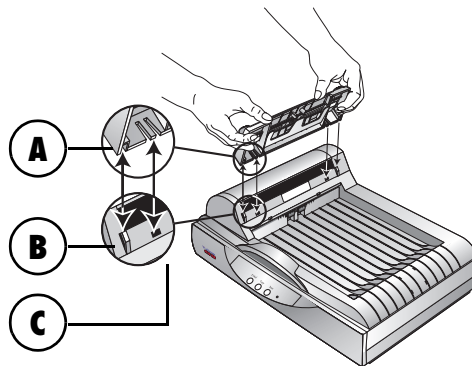


3. Slide the locking tab on the bottom of the scanner to its unlocked position.

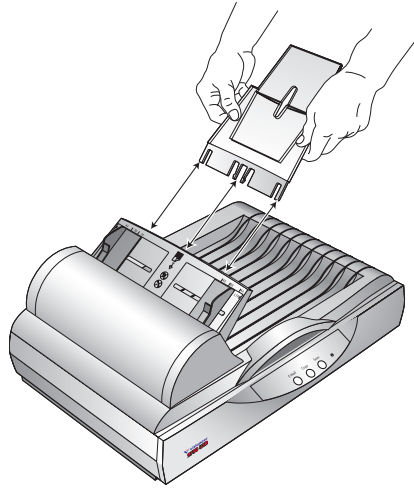


Note: The locking tab protects the scanner's scan head by holding it securely in position. Lock the scanner when transporting it from one location to another, but always remember to unlock it before scanning. The scanner will not scan when locked.

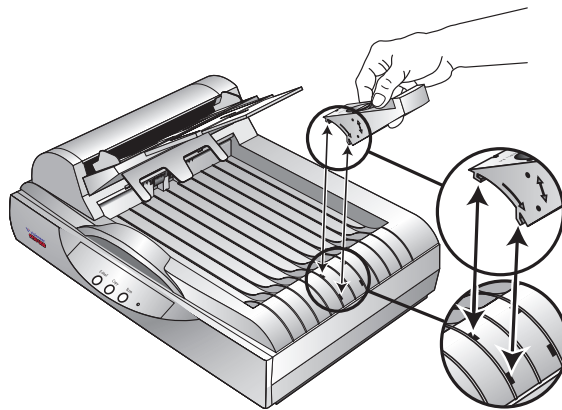
4. Insert the slots (A) on the Paper Guide onto their tabs (B) on the scanner and slide the Guide down into place. The catch tabs (C) snap into place. Refer to the picture on page 2 to see the location of the assembled parts.



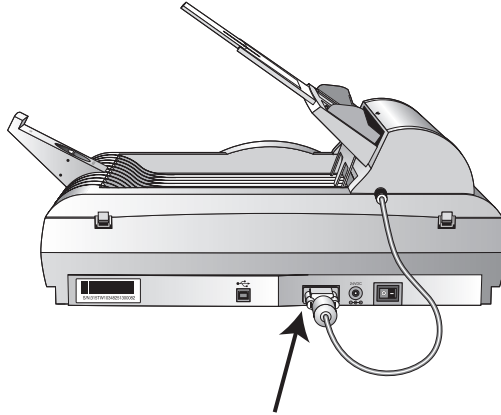
5. Insert the Paper Guide Extension into the Paper Guide and snap its tabs into place.



6. Insert the Paper Stop onto the back of the scanner and slide it downward to snap its tabs into place.



7. Plug the ADF cable into the ADF port. Tighten the two locking screws on either side of the plug to make sure the ADF cable is securely plugged into the port. The ADF will not function properly if the ADF cable is loose or unplugged.



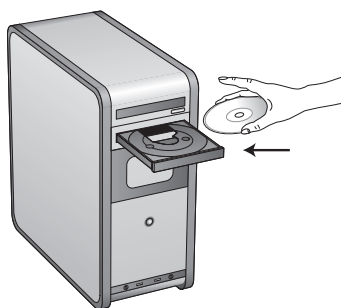
8. Proceed to “Step 2: Install the Software.”

STEP 2: INSTALL THE SOFTWARE

The Installation CD contains all the driver software and scanning software to run your scanner.

To install the software:

1. Start Microsoft Windows and make sure that no other applications are running.
2. Insert the Installation CD into your computer's CD-ROM drive.



Note: If the CD does not automatically start, check the following:

- Make sure the CD drive's door is completely shut.
- Make sure the CD was inserted in the drive in the proper direction (label side up).

To launch the CD manually.

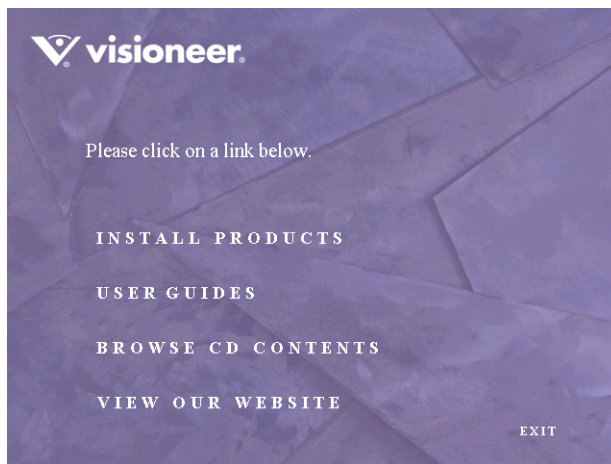
- Open the Windows option for My Computer. You can do this by double-clicking on the **My Computer** icon on your desktop.
- Double-click the icon for your CD-ROM drive.
- The Installation menu for the CD should now open.

If the menu does not open:

- From the list of files on the CD, double-click the file named **START32.EXE**.
-

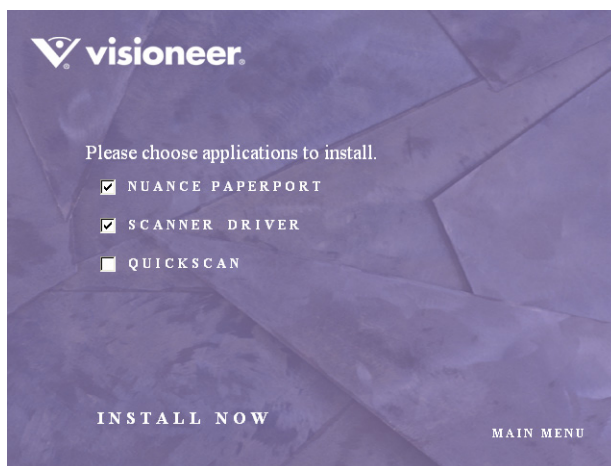
When the CD starts, the Visioneer Installation window opens automatically.

3. On the Installation Main Menu, click **Install Products**.



The next window lists the software that is available to install on your computer.

4. Select **Nuance® PaperPort®** and **Scanner Driver**.



5. Click **Install Now**. The PaperPort software will load first.

6. The Select Language window opens for the PaperPort software. Click the drop-down menu arrow and select the language you want to use. Click **OK**.

The first PaperPort Installation window opens.

7. On the PaperPort Welcome window, click **Next**.

Installing PaperPort will uninstall any existing version of PaperPort and will install the newer version while retaining all of your previous PaperPort files.

8. Read the PaperPort license agreement and select **I accept the terms in this agreement**, then click on **Next**. If you choose not to accept the license agreement, the installation will terminate and the PaperPort software will not be installed.

9. On the Customer Information window, accept the current values or enter new information, then click **Next**.

10. On the Setup Type window, keep the default Setup Type and click **Next**.

11. Click **Install** to begin the installation.

Reminder: If your computer is running an AntiVirus or AntiSpyware application, you may see messages asking you to allow installation. Select the option to allow installation to proceed with the install.

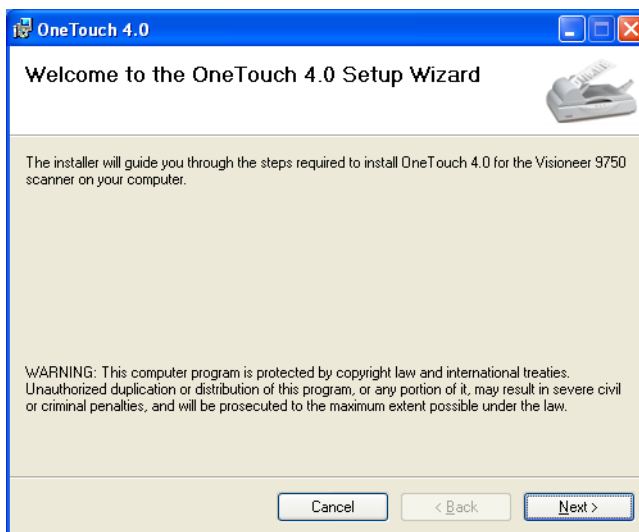
12. On the Product Registration window, do one of the following:

- Select **Register online**, click **OK**, then follow the registration instructions.
- Select **Print registration form**, click **OK**, then follow the instructions to complete and print the registration form.
- Select **Remind me in 7 days** and click **OK**.

13. At the InstallShield Wizard Completed window, click **Finish**.

If a message window opens instructing you to restart your computer, click **Restart**.

14. The Welcome to the OneTouch 4.0 Setup Wizard opens.

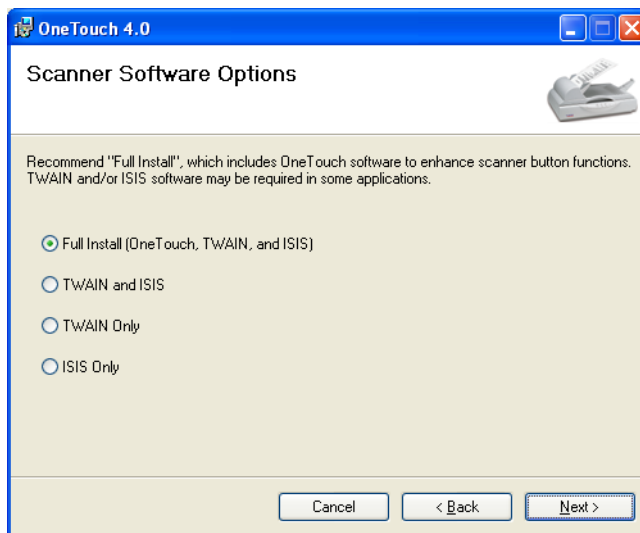


15. Click **Next**.
16. On the Visioneer License Agreement window, read the license agreement. If you accept the terms, select **I Agree**, and click **Next**.

If you choose not to accept the license agreement, the installation will terminate and the scanner driver will not be installed.

17. Click **Next**.

The next window lists the choices of the drivers that you can install for your scanner.



18. Select the option you want.

Note: If your computer is running Windows XP, Microsoft's Windows Image Acquisition (WIA) interface for scanning is always available, regardless of your selection on this window.

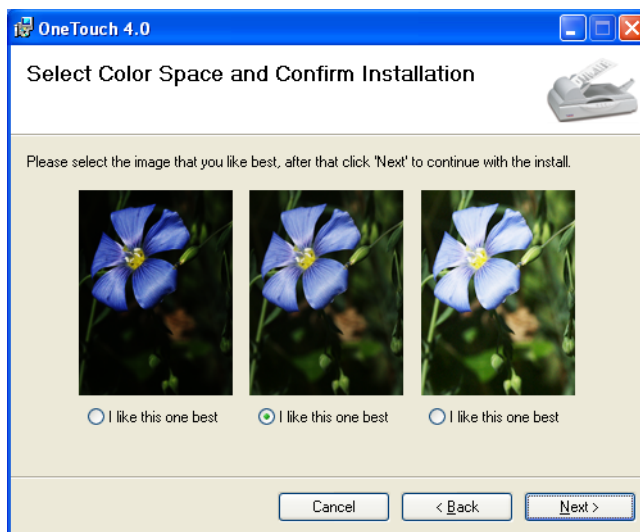
- **Full Install (OneTouch, TWAIN and ISIS)**—This is the **recommended** installation. It installs the OneTouch 4.0 software which provides the necessary driver software for the scanner. It also installs scanning interfaces for the TWAIN and ISIS drivers. Installing this option means that you can use several different methods to scan, as explained in this User Guide.
- **TWAIN and ISIS**—The TWAIN and ISIS drivers are installed. The OneTouch 4.0 Monitor will not run and you cannot use the OneTouch features. You can use the TWAIN driver to scan from applications with a TWAIN interface. You can also scan from applications that use the ISIS driver. You will not be able to scan with the buttons on the scanner.

- **TWAIN only**—The TWAIN driver is installed without the OneTouch 4.0 software or the ISIS driver. You can use the TWAIN driver to scan from TWAIN applications. You will not be able to scan with the buttons on the scanner.
- **ISIS only**—The ISIS driver is installed. You can use applications that use the ISIS driver to scan, such as the QuickScan application you received with the scanner. The OneTouch 4.0 Monitor will not run and you cannot use the OneTouch features. You will not be able to use the TWAIN driver. You also will not be able to scan with the buttons on the scanner.

Note: If you decide to change your scanner's installed drivers later on, you must first uninstall the drivers the scanner is currently using. See the section "To Install Another Driver" on page 146.

19. Click **Next**.

During installation you will see this window asking you to select one of the images for your Color Space setting.

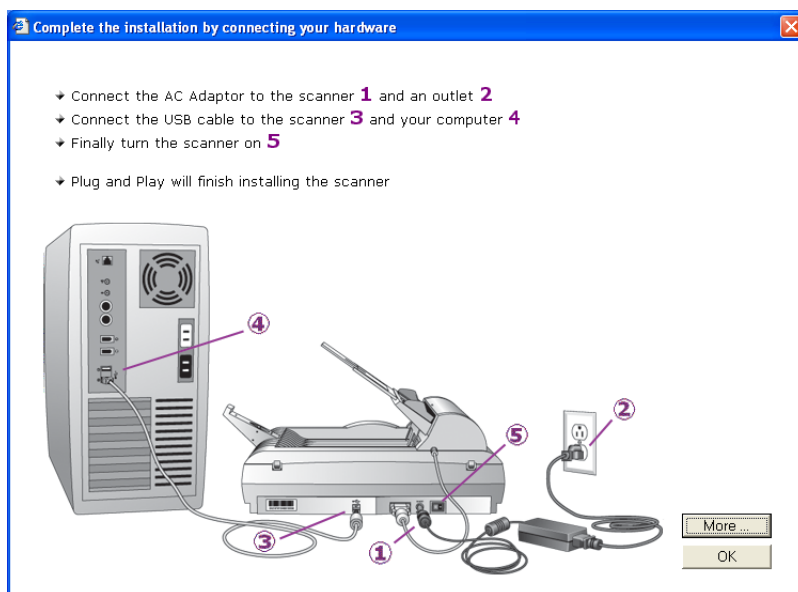


The Color Space setting sets the gamma value for the scanner so scanned items look good on your monitor. Gamma controls the brightness of the midtones of colors. That setting can be changed later on as you're scanning.

20. Select the option that looks best to you and click **Next**.

The driver installation will now begin.

21. **STOP** when you see this Installation Complete window. Do **NOT** click **Finish** yet. Leave the window open and proceed to the next section, "Step 3: Connect the Power Supply."



Reminder: If your computer is running AntiVirus or AntiSpyware software, you may see messages asking you to allow installation. Select the option to allow installation to proceed.

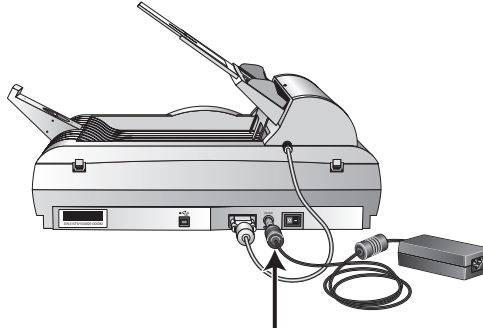
Note: If you want to see more information about your scanner and a quick explanation of how to use the OneTouch features, click the **More** button on the window. When you're finished, return to the window above to continue with the installation process.

STEP 3: CONNECT THE POWER SUPPLY

Connect the power supply and power cord, and plug the power supply into an electrical outlet.

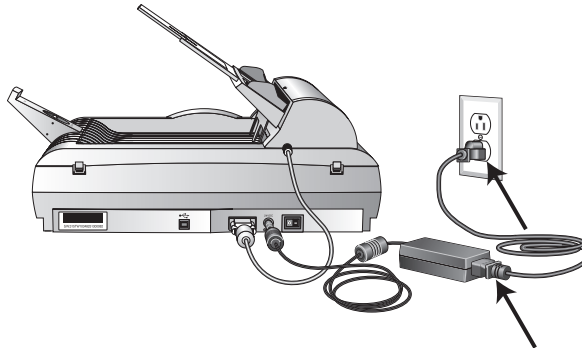
To connect the power supply:

1. Plug the power supply into its power port on the scanner.



Note: Only use the power supply (HEG42-240200-7L made by HiTRON) included with your scanner. Connecting any other type of power supply may damage your scanner and will void its warranty.

2. Plug the power cord into the power supply and into a wall outlet.



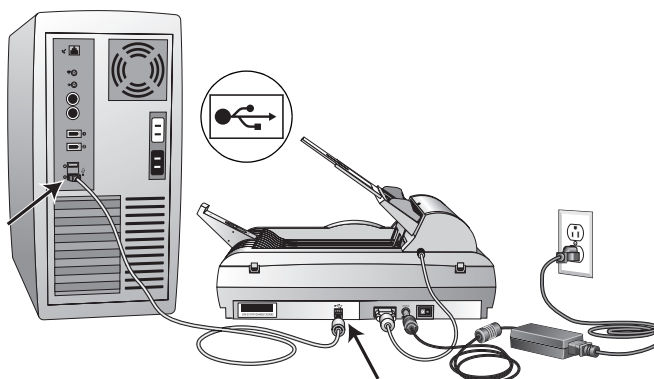
Now proceed to the next section, “Step 4: Connect the USB Cable and Turn on the Power.”

STEP 4: CONNECT THE USB CABLE AND TURN ON THE POWER

Your Visioneer 9750 scanner connects to any available USB port. Check your computer's manual for the USB port locations.

Note: You can connect the scanner to your computer while the computer is running. You do not have to shut down your computer.

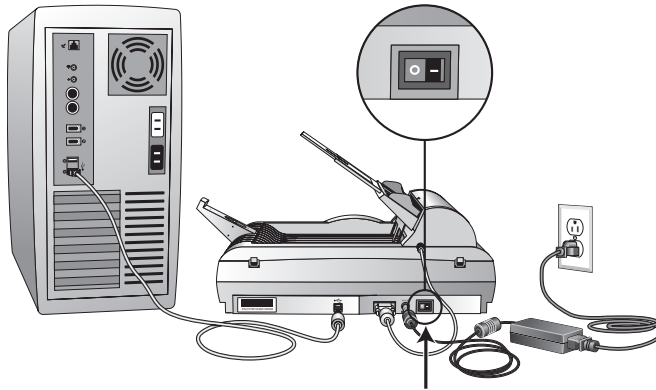
1. Remove any protective tape from the USB cable.
2. Plug the USB cable into the USB port on the scanner then into a USB port on the computer. Connection to a USB 2.0 High Speed port provides optimum performance, however your scanner will also connect to a USB 1.1 port.



The USB symbol, as seen in the above diagram, identifies the location of the USB port on your computer. If the plug does not attach easily, make sure that you are plugging it in correctly. Do not force the plug into the connection.

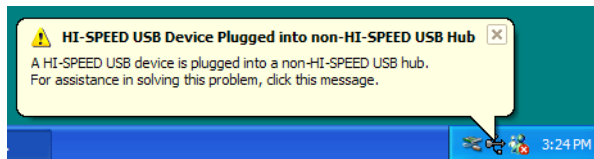
You can also connect the scanner to a USB port on the computer's keyboard if it has one, or to a USB hub. If you use a USB hub, it must have its own power supply already plugged into an electrical outlet.

3. Turn on the power switch, located to the right of the power port.



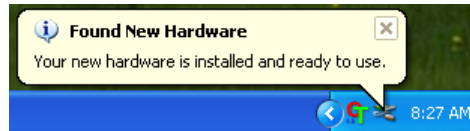
The status light comes on and flashes indicating that the scanner is receiving power.

If you are using Windows XP Service Pack 2, and have plugged the USB cable into a USB 1.1 port, an information bubble may open explaining that “A HI-SPEED USB device is plugged into a non-HI-SPEED USB hub”. Plug the USB cable into a USB 2.0 port (if available) or just disregard the message. If you leave it plugged into the USB 1.1 port, your scanner may scan a bit slower.

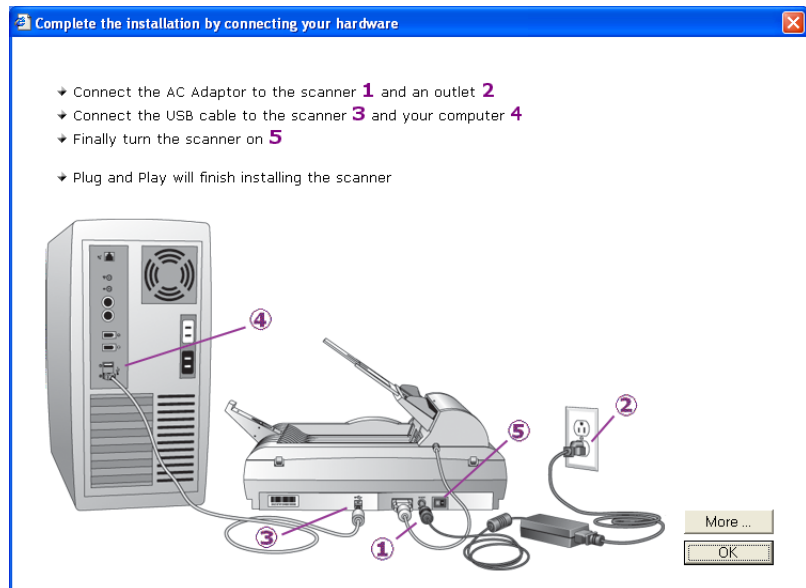


4. Your computer recognizes that a scanner has been plugged into the USB port and automatically loads the appropriate software to run the scanner.

Do not proceed until you receive a message that your computer has found the new hardware, or updated the driver database. If your computer is running Windows XP, you will see the following message.



5. When you're certain that the software has completely loaded, return to the "Complete the installation by connecting your hardware" window.

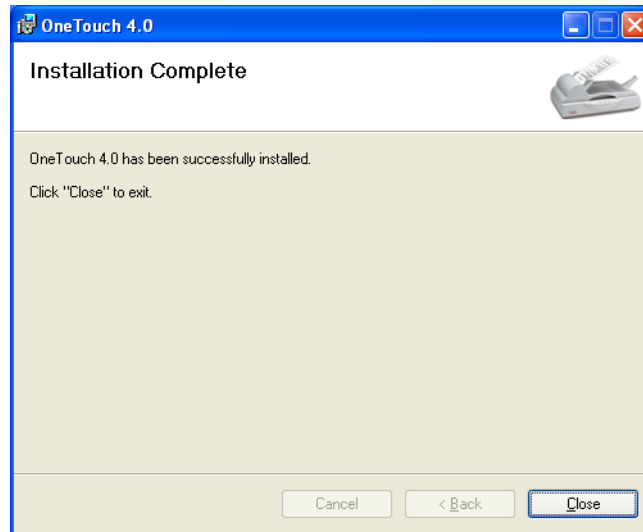


Note: To see more information about your scanner, click the **More** button on the window. When you're finished, return to the window above to continue with the installation process.

6. Click **OK**.

The scanner's status light is green when the scanner and computer are communicating properly.

7. Click **Close** on the Installation Complete window to close and exit the software installer.



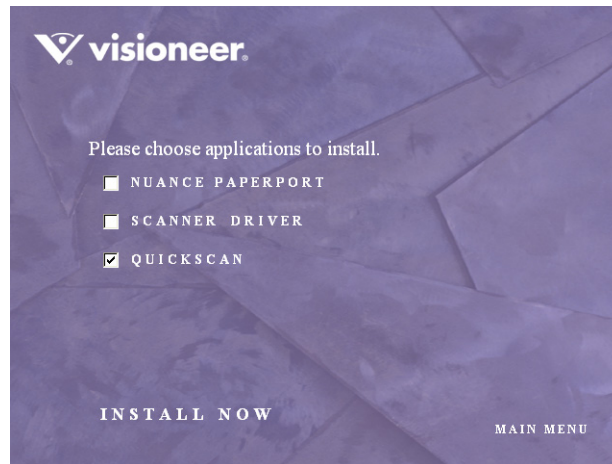
You can now install free, additional software you received with your scanner.

ADDITIONAL APPLICATIONS FOR YOUR SCANNER

Your scanner includes free, additional applications on the installation CD.

To install the additional applications:

1. Return to the Installation window and select the additional application(s) you want to install on your computer.



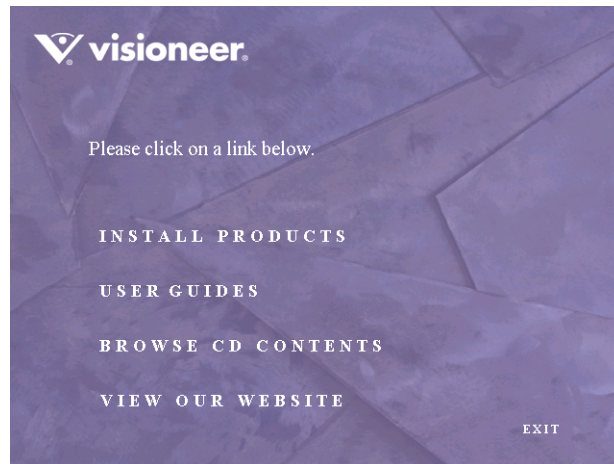
2. Click **Install Now**.
3. When installation is finished, return to the Installation window and click **Main Menu**.

VIEW THE USER GUIDES

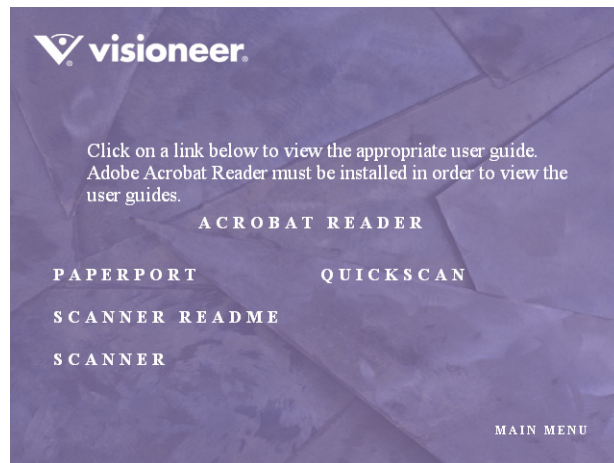
The Installation CD also contains User Guides for your Visioneer 9750 scanner and for all the software you received with it.

To view the user guides:

1. On the Main Menu, click **User Guides**.



The Visioneer User Guides window opens. Use this window to view and save the User Guides you want.



The User Guides are in Adobe® Acrobat® PDF format. The CD also includes a free copy of Acrobat® Reader® in case your computer does not have it already installed. The Scanner Readme file is in HTML format and will open in any standard browser.

If you need to, click **Acrobat Reader** to install it now. Follow the instructions on the installation windows.

If your computer already has Adobe Acrobat Reader installed, please do not select it unless the version provided on the installation CD is a newer version than the one currently installed on your computer.

To view and save the User Guides:

1. Click the name of a User Guide you want to view and it will open in Acrobat Reader. Use the Acrobat Reader **Save** command to save that User Guide on your computer.
2. Return to the Visioneer User Guides window and repeat the process to open, view, and save the other User Guides you want. **The Scanner Readme file has late-breaking news about your scanner.**
3. When you're finished, click **Main Menu** to return to the main Visioneer Installation window and click **Exit**.

That's it! Installation is finished and your Visioneer 9750 scanner is ready to scan.

REGISTER YOUR SCANNER AND CHECK FOR UPDATES

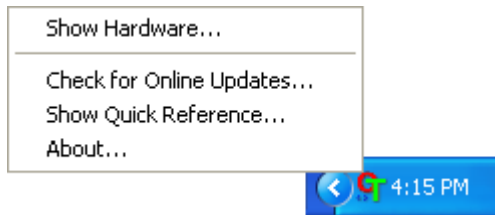
Registering your scanner is important as it provides you with access to our free telephone support service. Registration also gives you free access to software updates for your scanner.

To register your scanner:

The OneTouch Icon.



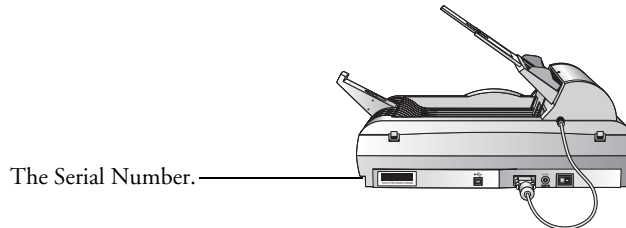
1. *Right-click* on the OneTouch icon in the Windows Notification Area (at the bottom right corner of the screen).
2. Choose **Check for Online Updates** from the pop-up menu.



3. Follow the instructions on the screen and register your scanner by entering your scanner's serial number and your email address.

Note: A valid email address is required.

The serial number is located on the side of the scanner.



After registration is complete you will receive an email message with your RegID. Your RegID is important as you will need it when accessing free telephone support, or checking for online updates.

4. After receiving your RegID, write it down on a piece of paper and keep it with your scanner so you will be able to find it easily.

Scanning

If you selected the recommended Full Install option for your scanner's driver (see page 14), you have several options for scanning. Each method scans equally well so use the one with appropriate options for the item you are scanning.

Note: During installation, the OneTouch 4.0 software searches your computer and links to all the applications (known as the Destination Applications) where it can send and open scanned documents. To make sure that all the Destination Applications are linked to OneTouch 4.0, we recommend that you refresh OneTouch 4.0 before using your scanner for the first time. See “Check the Scan Settings Before Scanning” on page 33 to Refresh OneTouch 4.0.



- **Scan Buttons**—Press one of the scan buttons. Documents are scanned using the scan settings for that button, and the scanned images are then sent to a software application on your computer. See “Scan with the Buttons on the Scanner” on page 29.
- **OneTouch**—Use this option to scan from the OneTouch Button panel on the computer screen. Open the panel, adjust the scan settings as needed, then click one of the button icons on the panel. See “Scan From the OneTouch Button Panel” on page 31.
- **TWAIN Interface**—Use this option to scan from the PaperPort application that you received with your scanner. Many other programs use the TWAIN interface, so you can scan from them too. See “Scanning with the TWAIN Interface” on page 93.
- **WIA Interface**—This option is the Microsoft Windows Image Acquisition (WIA) interface. You can access the WIA interface from the PaperPort software, or from other applications on your computer. See “Scanning with the WIA Interface” on page 121. The WIA interface is only available if your computer is running Windows XP.
- **ISIS Interface**—This option uses the ISIS interface for scanning. The QuickScan software you received with your scanner uses the ISIS interface. See “Scanning with the ISIS Interface” on page 127.

SCANNING BASICS

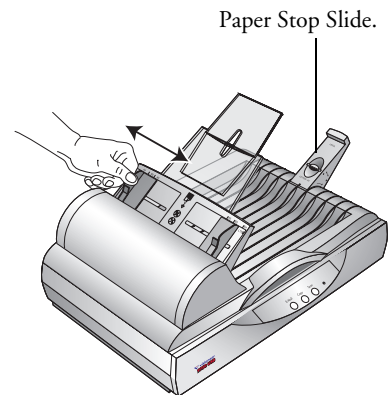
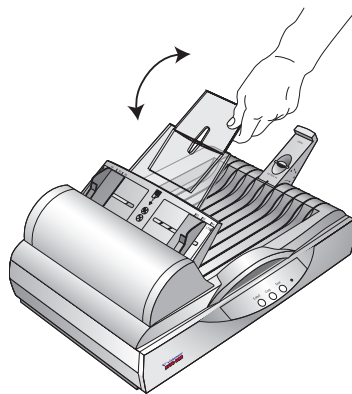
Your scanner can scan a stack of documents using the Automatic Document Feeder, or a single page on the Flatbed glass.



Note: Always remove any staples or paper clips from documents before inserting them into the scanner. Staples and paper clips can jam the feed mechanism and scratch the internal components. Also remove any labels, stickers, or Post-It™ notes that may come off during the scanning process and get stuck in the scanner. Misuse as described here will void your scanner's warranty.

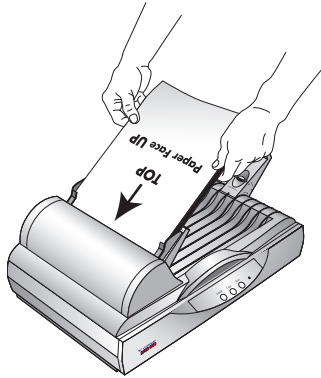
LOAD A STACK OF DOCUMENTS

1. Lift the document cover and make sure no pages have inadvertently been left on the Flatbed glass.
2. Unfold the Paper Guide Extension and adjust the Paper Guide for the size of paper.



3. Adjust the Paper Stop at the back of the scanner for the size of the paper. Pull out the slide on the Stop for letter-sized pages. Push it in for legal-sized pages.

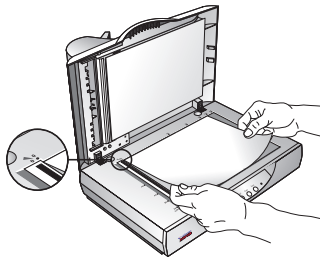
4. Load your stack of documents *face up*, with the top edge of the pages into the Automatic Document Feeder.



Important: Items scanned using the Automatic Document Feeder must be a minimum of 3.5 x 5 inches (8.9 x 12.7 cm).

LOAD A SINGLE PAGE

1. Remove any paper in the Automatic Document Feeder.
The scanner automatically detects if paper is in the Automatic Document Feeder and will scan pages in it. You must remove these pages prior to scanning if you want to scan from the Flatbed.
2. Lift the cover and place the item on the Flatbed glass, face down.
3. Align the item with the arrow on the reference frame. Close the cover.

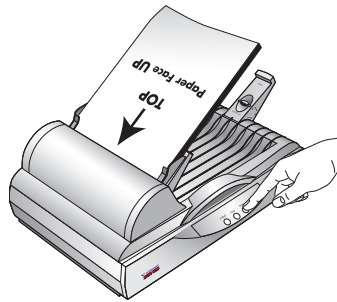


4. You can now scan the using the scan buttons, OneTouch, or one of the other scanning interfaces.

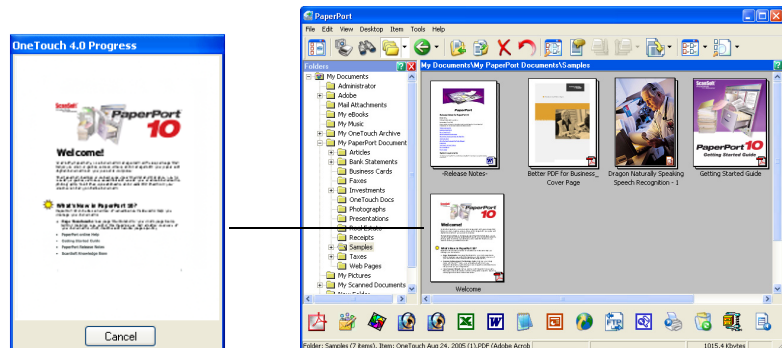
SCAN WITH THE BUTTONS ON THE SCANNER

Pressing a scanner button scans the item and then sends the image to the printer or a software application (known as the Destination Application) on your computer.

1. Load a stack of documents *face up* in the Automatic Document Feeder or place a single page *face down* on the Flatbed glass and close the cover.
2. Press a scanner button.



A scan progress window opens and the image is sent to the selected application from the OneTouch utility. In this example, the Destination Application is the PaperPort software.



To Cancel scanning, click the **Cancel** button.

ABOUT THE BUTTONS ON THE SCANNER

The scanner buttons are preconfigured to scan items at various settings and send the scanned image to a preselected Destination Application. You can change the settings for each button. See “Configuring the OneTouch Buttons” on page 37.



The following table lists the scanner's preconfigured button settings

Button	Preconfigured Settings
E-Mail	Scans the document as a color photo and attaches it to a new email message in your email application.
Copy	Scans the document as an 8.5" x 11" black and white page, then sends its image to your computer's printer or copier.
Scan	Scans the document as an 8.5" x 11" black and white page and displays it in the PaperPort application.

Note: If you press a button that is not preconfigured, the OneTouch Properties window opens on your computer screen so you can configure it manually. For example, if your computer does not have email software installed, the E-Mail button is not preconfigured. Therefore, when you press the E-Mail button, the window opens so you can select other settings for the button.

SCAN FROM THE ONETOUCH BUTTON PANEL

Scanning from the OneTouch Button Panel is just like pressing a scanner button, except you click a button icon on the computer screen. This method of scanning is especially helpful if the scanner is not located close to your computer.

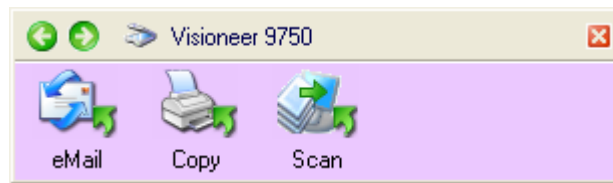
To scan from the OneTouch Button Panel:

1. Load a stack of documents in the Automatic Document Feeder, or place a document face-down on the Flatbed glass.
2. Now click on the OneTouch icon in the Windows Notification Area (at the bottom right corner of the screen).

The OneTouch Icon.

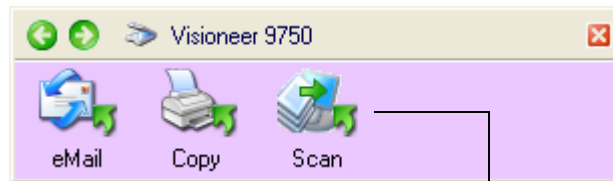


The OneTouch Button Panel opens.



Click the button you want to use to scan.

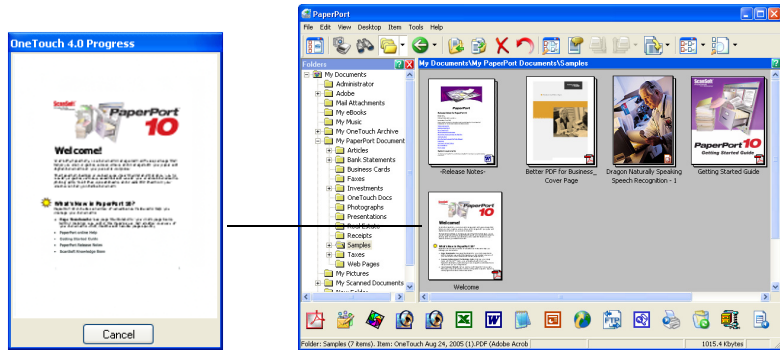
3. On the screen—not on the scanner—click the button you want to use to scan.



For example, if you want to scan with the eMail button which attaches the scanned document to a blank eMail message, click here.

Or if you want to scan documents so they open in PaperPort, click here.

The scanner begins scanning. When the process finishes, the scanned images appear in the Destination Application. In the example below, the Destination Application is PaperPort.



To cancel scanning, click the **Cancel** button.

Important: The OneTouch Properties window must be closed before you can scan from the Button Panel.

CHECK THE SCAN SETTINGS BEFORE SCANNING

The OneTouch Icon.

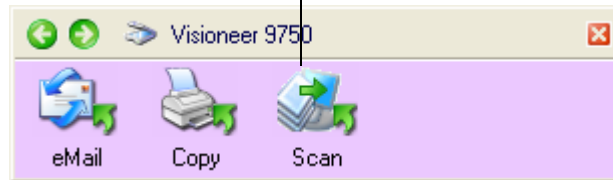


1. Click on the OneTouch icon in the Windows Notification Area (at the bottom right corner of the screen).

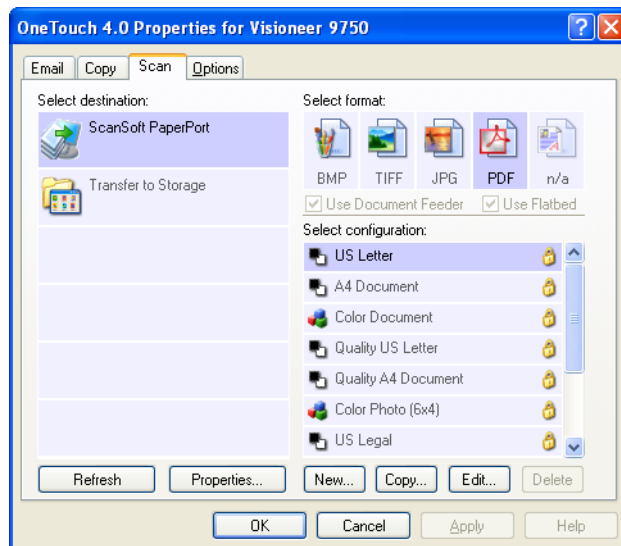
The OneTouch Button Panel opens.

2. *Right-click* the button you want to check.

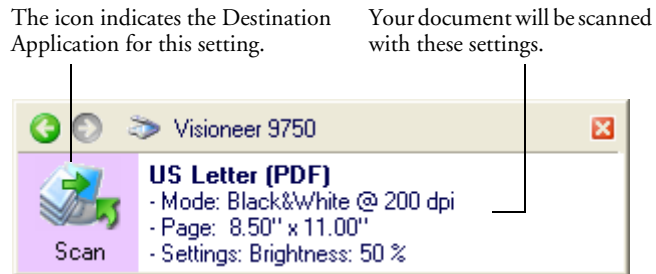
Right-click the button to see its scan settings.



The OneTouch Properties window opens for you to view and change the settings before scanning. This sample shows the current description of the Scan Button.



The OneTouch Button Panel also opens with the description of the selected settings.



To Refresh the OneTouch 4.0 settings, click the **Refresh** button on the OneTouch Properties window.

If you make changes in the OneTouch Properties window, then click the **Apply** button, the information in the OneTouch panel will update to show the new settings. See "Configuring the OneTouch Buttons" on page 37 to change settings.

You can also click the tabs at the top of the OneTouch Properties window to see the settings of the other buttons.

3. When you're ready to scan, just click (not right-click) the button on the Button Panel.

Important: The OneTouch Properties window must be closed before you can scan from the Button Panel.

USING THE ONETOUCH BUTTON PANEL

The OneTouch Button Panel is also your on-screen set of controls for the scanner. The OneTouch Button Panel shows information about the scanner and its settings.

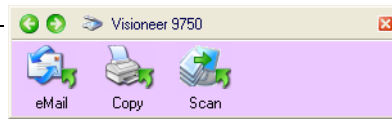


1. To open the OneTouch Button Panel, click the OneTouch icon. It is located in the Windows Notification Area at the bottom right corner of the screen.

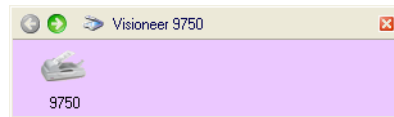
The OneTouch Button Panel opens at its Button View, which shows the three on-screen scanning buttons.

2. To scan from the panel, click the button icon to use to scan.
3. To see the detailed settings for a button prior to scanning, click on the green arrows to navigate through the panel's three views.

Click these ——— arrows to navigate through the panel's three views.



The Button View.



The Hardware View.



The Detail View.

- The Button View is your main scanner control panel. Use it to scan or to see all the buttons.
 - The Detail View shows the current scan settings for a button.
 - The Hardware View shows the current scanners connected to your computer.
4. From the Hardware View and Detail View, click the green arrow to return to the Button View. You can also click on the 9750 hardware icon to return to the Button View.
 5. To close the OneTouch Button Panel, click its close button.

ABOUT THE ONETOUCH BUTTON PANEL'S NAMES AND ICONS

The names on the OneTouch Button Panel correspond to the scanner buttons, and the icons indicate their Destination Applications. You can change the Destination Application and any other settings of a button.



The **eMail** button is set up to scan documents, then immediately attach them to a new email message in your default eMail program. If you don't have an email program on your computer, the button will have a question mark as its icon.



The **Copy** button is set up to send the scanned image directly to your computer's printer, copier, or fax machine without opening the scanned image in an application. This essentially means you can use your scanner as if it is a copier.



The **Scan** button is pre-configured to scan your documents in the PDF format then open them in the PaperPort application that you received with your scanner. You can then use the features of PaperPort to work with the image.

If you want to use another application to work with your scanned images you can change the Destination Application and settings of a button. For example, if you scan a lot of documents that have faint images, such as hand-drawn sketches in light pencil, you might want to change the Destination Application to Microsoft Paint[®], or some other drawing program.



A special pre-configured setting for your scanner is the Transfer to Storage option, indicated by the folder icon on the Button Panel. This option is designed for archiving documents. When you scan with Transfer to Storage as the Destination Application, the scanner sends the scanned image directly to the default folder at **C:\Documents and Settings\<your user name>\My Documents\My OneTouch Archive\PDF Documents** without first opening it in an application. The file will be named with the current date. Initially, none of the three scanner buttons are assigned this setting, but if you want to use the scanner for archiving documents, you can easily choose this pre-configured setting for a button.

See the next section, "Configuring the OneTouch Buttons," to change the settings of the buttons on the OneTouch Button Panel.

CONFIGURING THE ONETOUCH BUTTONS

When you first connect your scanner to a computer, the scanner's software configures each button with appropriate settings. Each OneTouch button configuration consists of a **Destination Application**, a **Scan Configuration**, and a **Document Format**. The OneTouch Properties window is where you select these three elements for a button.

To open the OneTouch Properties window:

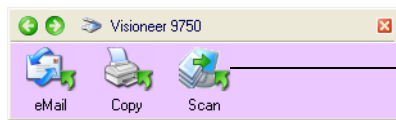


1. Click the OneTouch icon. It is located in the Windows Notification Area at the bottom right corner of the screen.
2. Right-click a button on the OneTouch Button Panel.

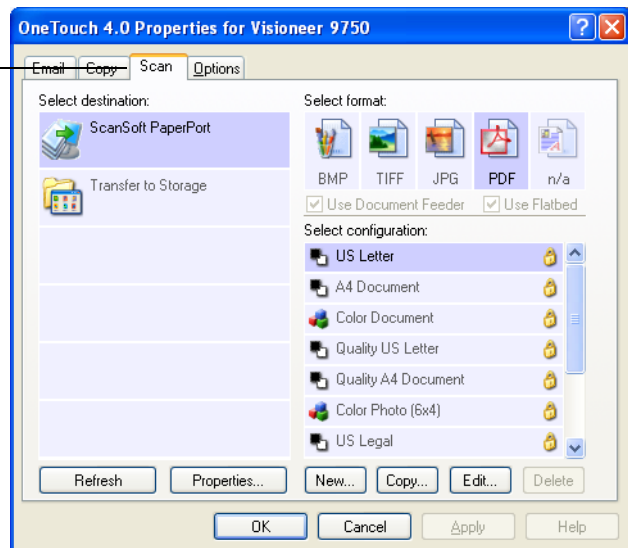
Remember: left-clicking a button on the OneTouch Button Panel starts the scan process. *Right-clicking* opens the OneTouch Properties window.

The OneTouch Properties window opens for that button.

This example shows the settings for the **Scan** button. The tabs across the top of the window correspond to the buttons. Clicking a tab shows the current settings for the corresponding button on the scanner and OneTouch Button Panel.



Right-click on a button, for example the Scan button, and the OneTouch Properties window opens for that button. The tab at the top of the OneTouch Properties window shows which button's settings are being displayed.

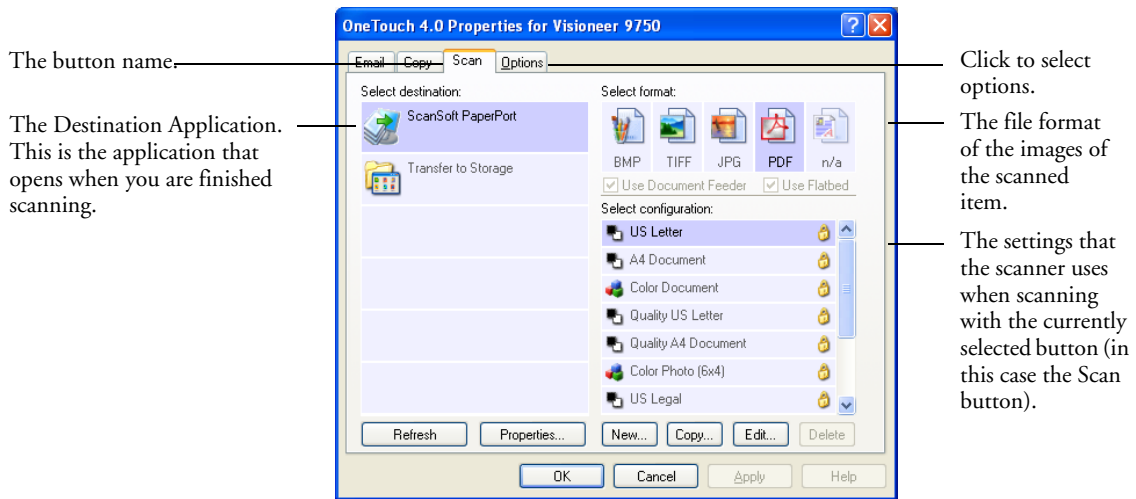


ABOUT THE ONETOUCH PROPERTIES WINDOW

The OneTouch Properties window is where you can select new settings for the buttons. The OneTouch Properties window also contains special scanning features such as scanning and burning to a CD, and scanning and converting text directly into an HTML web page.

Note: Some of the options on the OneTouch Properties Window (and other OneTouch windows and dialog boxes) may be “grayed out” and are not available. Grayed out options are not appropriate for your Visioneer 9750 scanner.

The following example of the OneTouch window shows the settings for Scan button. The button is set to scan with the configuration named US Letter then open PaperPort to display the scanned image. The Format option is set to scan in the PDF image format.



The settings on the Properties window are:

Button Tabs—Click a tab to see the settings for that button.

Select Destination—The list of applications that can open to display the scanned image for the selected button. To configure the list of available applications, click the Options tab at the top of the window and select the desired options. See “Selecting Options for a Button” on page 58 for more information.

To make sure all of your computer's Destination Applications are linked to OneTouch 4.0, click the **Refresh** button.

Important: Later on, if you install new software that can be used as a Destination Application, click the **Refresh** button again to link the new software to OneTouch 4.0. Note that some software installed on your computer may be incompatible with OneTouch 4.0. Incompatible software will not be listed as a Destination Application.

Select Configuration—The list of available scan configurations for the selected button. The configuration's basic settings include: scanning mode, resolution (dpi), page size, brightness (Br), and contrast (Cr). To see a selected scan configuration's settings, click its icon. Click the icon again to close the detailed information.

Click the icon of a selected configuration to view its — settings.



These icons next to each scan configuration indicate the scanning mode:



Color



Black and White



Grayscale

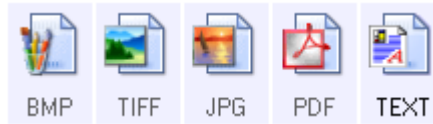


Configure
Before Scan

Note: Use Configure Before Scan if you want to set the scanning mode manually before scanning. See “Configuring Before Scanning” on page 73.

You can also click the **Edit** button or double click the configuration to see more detailed information about the selected configuration.

Select Format—A set of file formats for the scanned image for the selected button. The formats are based on the type of Destination Application you select. This example shows the formats that apply to Microsoft Outlook.

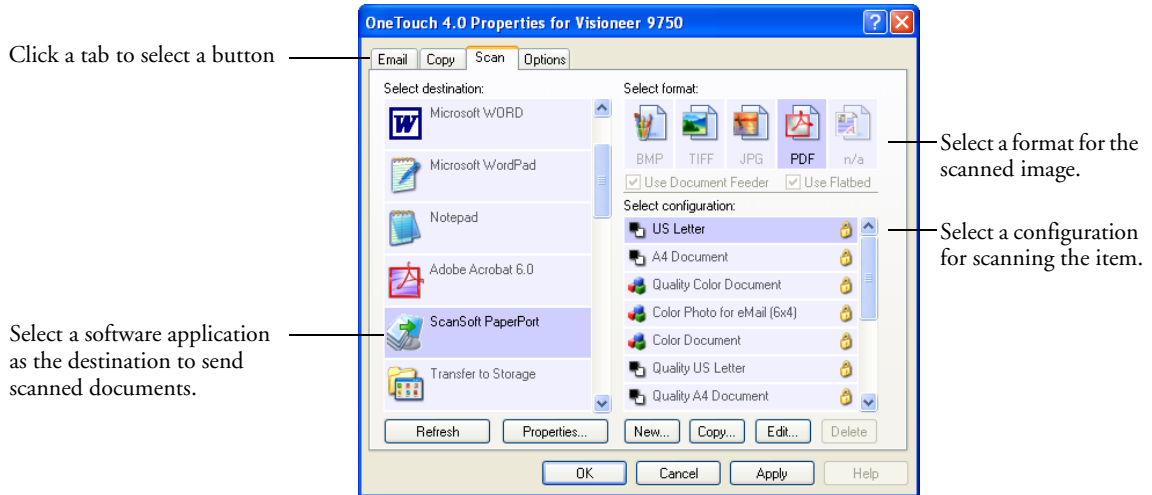


The button names indicate their file types. See “Selecting Format Options” on page 52 for more about the formats.

Options tab—Displays a window for selecting options related to the selected Destination Application.

SELECTING NEW SETTINGS FOR A BUTTON

For each of the three OneTouch buttons, you can select a new **Destination Application**, **Scan Configuration**, and **Document Format**.



To select new settings for a button:

1. Click the tab of the button you want to change.

Each button has its own settings. So, as you click the tabs, the available settings on the window change to show them for each button.

2. From the **Select Destination** list, select the application where you want documents sent when scanning is finished.

See “Selecting Options for a Button” on page 58 to display a full list of the Destination Applications that you can use with the scanner.

Note: If you select a word processing program such as Microsoft WordPad or Microsoft Word and a format that can be used for OCR (such as TEXT or RTF) the text in scanned images is automatically converted to word processing text.

3. From the **Select Configuration** list, select a scan configuration.

To scan in color, select one of the configurations indicated by the small color icon, such as the Color Document configuration.

To create your own scan configurations see “Creating a New Scan Configuration” on page 62.

4. Select a **Format** option.

The available options apply to the Destination Application you select. For example, if you select Microsoft Word as the Destination Application, the available formats are for text, such as .txt and .rtf. However, if you select Microsoft Paint as the Destination Application, then the available formats are for graphics, such as .bmp, and .jpg.

Note: If a format is listed as n/a, that means the text format is not available for that Destination Application.

5. Click **OK** to accept the changes and close the window.
6. To accept the changes but keep the window open to work with other features, click **Apply**.

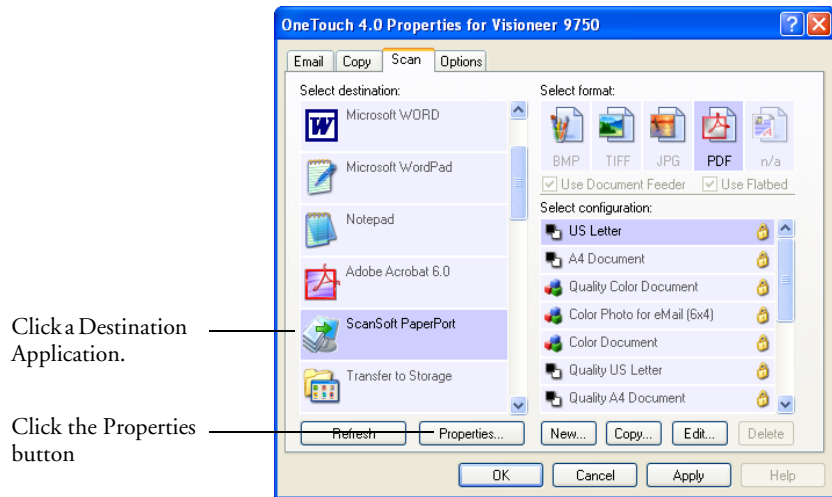
Note that while the OneTouch Properties window is open, you cannot scan yet by clicking a button on the OneTouch Panel. You must click **OK** or close the OneTouch Properties window first. However, you can scan at any time by pressing a button on the scanner.

When you are finished selecting new settings for a button and you press or click a scanner button, the document is scanned using the newly configured settings for that button.

SETTING DESTINATION APPLICATION PROPERTIES

The different types of Destination Applications have various properties that you can select.

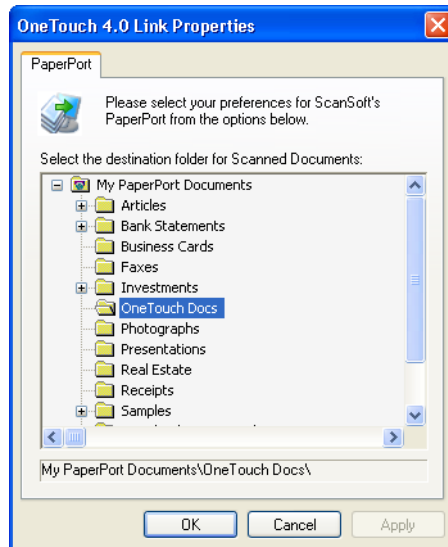
1. On the OneTouch Properties window, click a Destination Application.
2. Click the **Properties** button.



A OneTouch 4.0 Link Properties dialog box opens for the type of Destination Application you selected, and the available options are for that type of application.

PAPERPORT PROPERTIES

These properties apply to PaperPort, and are for designating the folder to receive your scanned items.

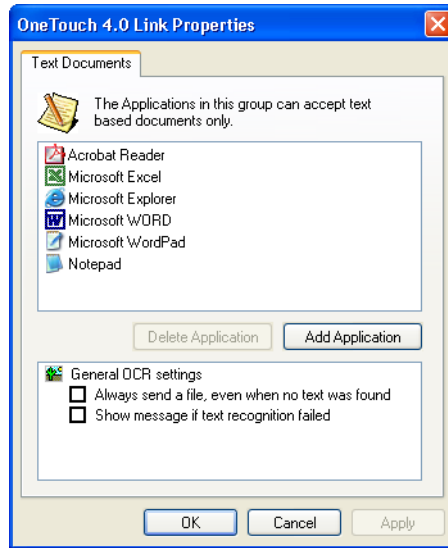


1. Select the PaperPort folder where you want the file of the scanned image to be located.
2. Click **OK**.
3. Click **OK** or **Apply** on the OneTouch Properties window.

When PaperPort opens after you finish scanning, the thumbnails of your scanned documents are on the Desktop in that folder.

TEXT DOCUMENTS PROPERTIES

These properties apply to Microsoft Word, Microsoft Excel®, and the other applications indicated by their icons in the list. The properties apply to the Optical Character Recognition (OCR) settings for the applications.



1. Click in the OCR settings boxes for the options you want.

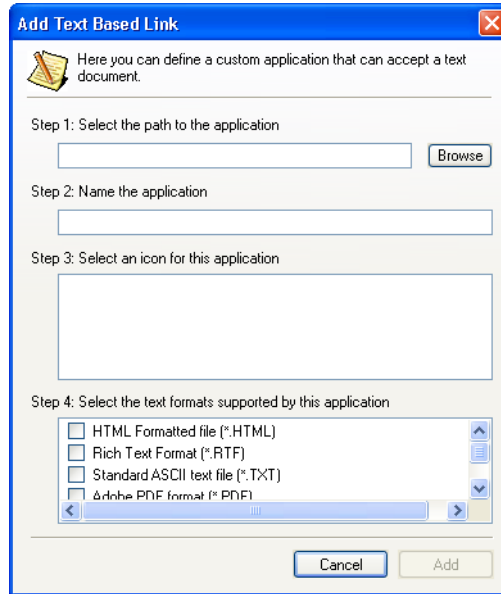
The options will apply to all the applications in the group.

Always send a file, even when no text was found—The scanned file is sent to the OCR reader even if the image does not appear to contain text. This could occur if you scanned a photograph with a OneTouch button set for text applications.

Show message if text recognition failed—A message will open on the screen if the OCR reader does not detect text in the image.

2. To add another application to the list, click the **Add Application** button.

The Add Text Based Link dialog box opens.



3. Click **Browse** to find the application you want to add to the list.

When you select the application using the Browse button, steps 1 and 2 on the dialog box are automatically filled in, and the application icon appears in step 3.

4. Select the icon in Step 3 of the dialog box. That is the icon that will appear in the OneTouch Destination List.
5. In step 4 of the dialog box, select the file formats that the application will accept.

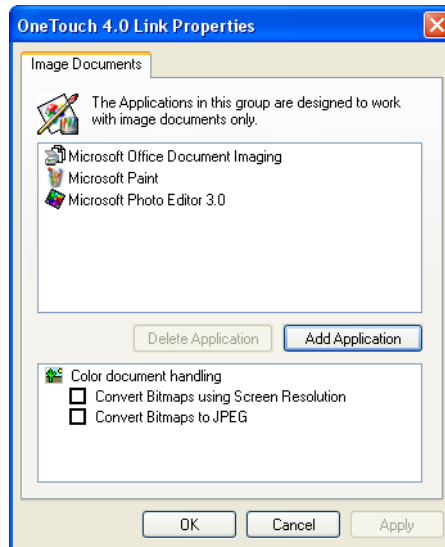
Refer to the documentation you received with the application to see which text formats the application accepts.

The options you select at step 4 determine the format icons in the OneTouch Properties window for that group of applications.

6. Click the **Add** button.
7. Click **OK** or **Apply** on the Link Properties window.
8. Click **Refresh** on the OneTouch Properties window.
9. Click **OK** or **Apply** on the OneTouch Properties window.

IMAGE DOCUMENTS PROPERTIES

These properties apply to Microsoft Paint and other image processing applications.



1. Click in the Color document handling settings boxes for the options you want.

The options will apply to all the applications in the group.

Convert Bitmaps using Screen Resolution—Use this option to ensure that an image will fit on the computer's screen. When a computer screen is set to a lower resolution, bitmap images with a higher resolution may be too big to fit on the screen. Converting the bitmap image to match the screen resolution ensures that the image fits on the screen.

Convert Bitmaps to JPEG—JPEG files can be compressed to produce smaller file sizes and, therefore, shorter transmission times. Use this option to provide that compression capability to image files.

2. To add another application to the list, click the **Add Application** button.

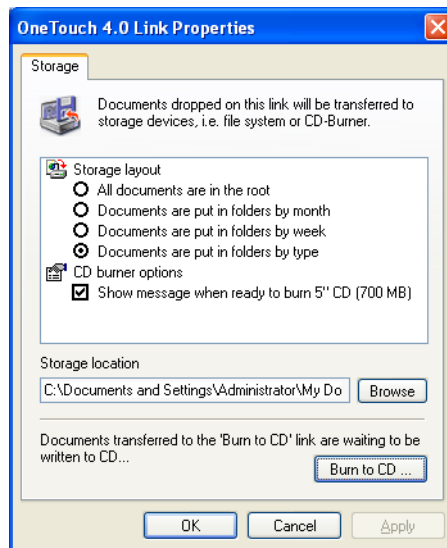
See the steps on page 45 to add an application to the list.

3. Click **OK**.
4. Click **Refresh** on the OneTouch Properties window.
5. Click **OK** or **Apply** on the OneTouch Properties window.

STORAGE PROPERTIES

These properties apply to the Destination Application named Transfer to Storage. If a CD burner is attached to your computer, and your computer is running Windows XP, you can also use this dialog box to start the Burn to CD process. See the section “Scan and Burn to a CD” on page 75.

You can also set up multiple configurations to store scanned items in separate locations. See “The Storage Options Tab (Archive)” on page 69 and “Scanning to Multiple Folders” on page 84.



Note: If you do not have a CD burner attached to your computer, the CD options are not shown on the dialog box.

1. Click the Storage Layout options you want.

All documents are in the root—The scanned documents are saved in the root of the folder specified in the Storage Location.

Documents are put into folders by month, week, or type—

Folders are created based on your selection (month, week, or type) and the scanned documents are saved in those folders. New folders are created for each month and week so you can keep track of when you scanned the documents.

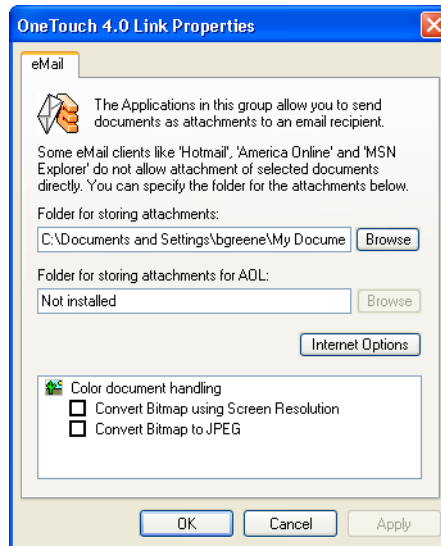
2. Click the **Browse** button to specify the location to store the scanned documents, or type a location directly into the box.

If you are scanning to a shared network drive, it must be a mapped drive. For more information about mapped drives, see your network administrator.

3. If you have a CD burner attached to your computer, the option **Show message when ready to burn 5" CD (700MB)**, should also be selected so you will see a message when it's time to click the **Burn to CD** button.
4. Click **OK** on the Link Properties window.

EMAIL PROPERTIES

These properties apply to email applications so you can specify the folder for documents you want to attach to an email message. Microsoft Outlook[®] will accept direct attachment of documents to a blank email message as soon as scanning is finished, but other email applications may not. If you're using one of those applications, such as America Online[®] (AOL), you need to know which folder contains the scanned documents so you can manually attach them to your email messages.



1. Click the **Browse** button under **Folder for storing attachments** and choose a folder for your eMail attachments.
2. If you are using AOL on your computer, and the folder name for AOL is incorrect, click its **Browse** button and find the correct AOL folder.

For scanned images to be auto-attached to a blank email address, you must have the specific folder location AOL uses to find the attachments. Please contact AOL for more information about the folder location in which AOL stores attachments.

3. If you need to change your email client, or any other internet options, click the **Internet Options** button.

The Windows Internet Options Control Panel opens. Click the Programs tab and choose a new email client from the Email list. These are the standard Windows Internet options. Please see your Windows documentation for more information about Internet options. If you are using AOL, please see the AOL user manual for making changes to the Internet options applicable to AOL.

4. Select the options for color document handling.

Convert Bitmaps using Screen Resolution—Use this option to ensure that an image will fit on the computer's screen. When a computer screen is set to a lower resolution, bitmap images with a higher resolution may be too big to fit on the screen. Converting the bitmap image to match the screen resolution ensures that the image fits on the screen.

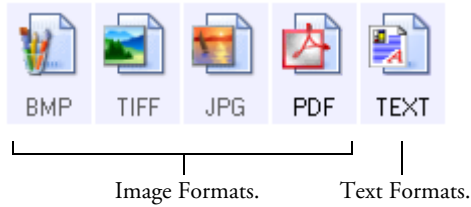
Convert Bitmaps to JPEG—JPEG files can be compressed to produce smaller files sizes and, therefore, shorter transmission times. Use this option to provide that compression capability to image files.

5. Click **OK**.
6. Click **OK** or **Apply** on the OneTouch Properties window.

SELECTING FORMAT OPTIONS

The Format options that you select determines the file format of the scanned document. Appropriate format options and file types are available for the type of Destination Application selected for the button.

The available options are for images and text.



The Text Formats are for text file types. The names of the formats indicate their file types. See “Text Formats” on page 54 for details.

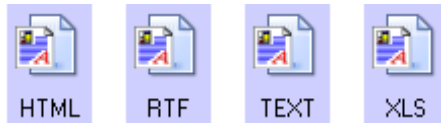


IMAGE FORMATS

Select an image file format for photos, artwork or other documents that you want to save as images. BMP and TIFF are standard image file formats generally used if you want to do additional image processing, such as photo touch-up or color correction. Both of those file formats tend to be larger than the JPEG format.

Because JPEG image files can be reduced in size, the JPEG format is often used for images on web pages, or if file size might be a problem when electronically sending the files. JPEG files are reduced in size by lowering their image quality, and you can select the degree of quality for your scanned images from the JPEG file format icon.

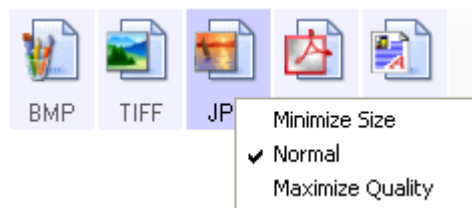
The PDF format is often used to create images of text pages. You may want to select PDF as the format when scanning text pages that do not require OCR processing or other processing. The PDF format is also

used to put multi-page documents on web sites as PDF-readable files. As with the JPEG option, the PDF format can be reduced in size or quality.

To select a JPEG or PDF file size:

1. Select **JPG** or **PDF** as the format.
2. Right-click on the **JPG** or **PDF** icon.

A menu opens.



3. Choose the file size/image quality option for your scanned images.

Minimize Size—Smallest file size, lowest image quality.

Normal—Medium file size, some loss of image quality.

Maximum Quality—Largest file size, no loss of image quality.

Your selection pertains only to the button currently selected on the OneTouch Properties window. Other buttons that have JPG or PDF selected as the Format are not affected, so you can set the JPEG or PDF file size/image quality independently for each button.

4. Click **OK** or **Apply** on the OneTouch Properties window.

TEXT FORMATS

Selecting the text format option also selects OCR processing as an automatic step for scanning. Therefore, when you scan a document with the text format selected, the text portions of the document are automatically converted to editable text. See “Scanning with Optical Character Recognition (OCR)” on page 56.

Select a text format for documents with text or numbers, such as a business letter, report, or spreadsheet. The text format icon may have additional file formats available, depending on the Destination Application you select.

The specific file format is the file name extension on the text format icon.



—— The specific text format; this example is for the Rich Text Format.

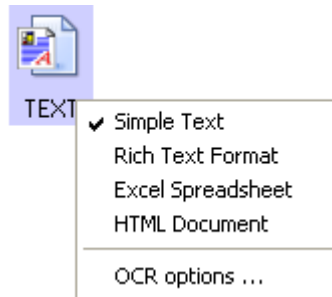
As you select Destination Applications that are text applications, the text format icon changes to match the file type of the application. In some cases, the Destination Application supports several file types, and you can right-click on the icon to choose the particular file type for that application.

To select a file type for the text format:

1. Select the Destination Application.
2. Right-click on the text format icon.

A menu opens. The following figure shows the options for the TEXT format. The menu options depend on the type of Destination Application you select.

Example menu for the Text format.



3. Choose the file type that you want for the text format.

Your selection of a file type pertains only to the button currently selected on the OneTouch Properties window. Other buttons that have a text option selected as the Format are not affected, so you can set the text file type independently for each button.



Simple Text—The .txt file format. Text with no formatting; used by the standard Microsoft Notepad application.



Rich Text Format—The .rtf file format. Text that retains formatting when converted. Available with Microsoft Wordpad and Word.



Excel Spreadsheet—The .xls file format used by Microsoft Excel.



HTML Document—The .htm file format used to create web pages.

4. Click **OK** or **Apply** on the OneTouch Properties window.

SCANNING WITH OPTICAL CHARACTER RECOGNITION (OCR)

Optical Character Recognition (OCR) converts text and numbers on a scanned page into editable text and numbers. You can then work with the text and numbers to edit, spellcheck, change font or type size, sort, calculate, and so forth.

Note: Visioneer recommends that all OCR processing use the original factory settings for OCR scanning that came with your scanner. When scanning with other settings, use at least 300 dpi for the resolution. If the original documents are of poor quality and have small type, 400 dpi can be used as the maximum resolution.

To scan with OCR:

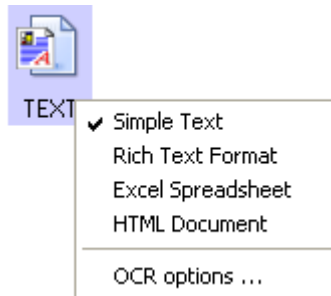
1. Select a Destination Application that has one of the Text formats (TEXT, RTF, XLS, or HTML).
2. Scan the document.

Your scanned pages appear in the Destination Application with their text ready for editing and other text processing.

Note: OCR scanning is also for spreadsheets so you can work in Microsoft Excel (or other spreadsheet applications) with the figures and text from the original spreadsheets.

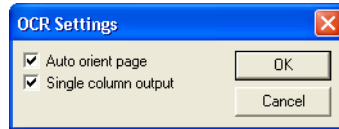
To select OCR settings:

1. Select the Destination Application.
2. Right-click on a text format icon.



3. Choose **OCR options**.

A dialog box of OCR options opens.



4. Select the option you want for the OCR conversion of your documents.

Auto orient page—Select this option to check the page orientation and automatically rotate an improperly oriented page image so the text is recognizable by the OCR process.

Single column output—Select this option to produce a single column of text in the Destination Application, even if the original image had multiple columns of text.

5. Click **OK**.

Note that the OCR options apply to all the Destination Applications for which OCR applies. If you change them for one Destination Application, those changes apply to the others as well.

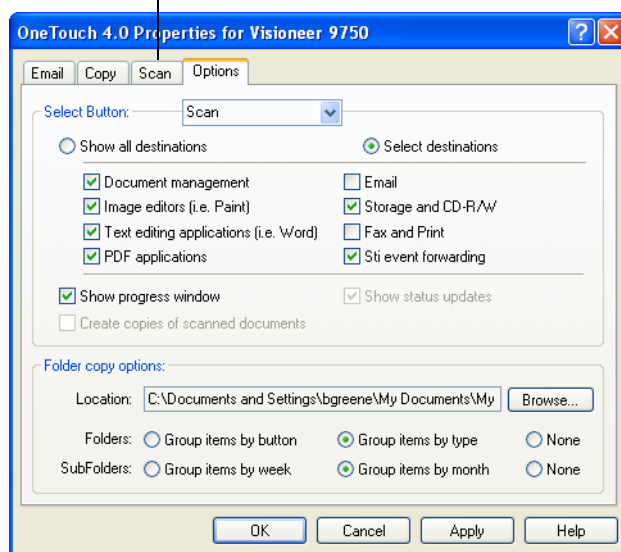
SELECTING OPTIONS FOR A BUTTON

The OneTouch Options determine the types of Destination Applications available for a button, as well as the location of the files of your scanned items.

To select options:

1. Open the OneTouch Properties window and click the **Options** tab.

Options tab.



2. Click the **Select Button** menu arrow and select the button for new options. The example above shows the **Scan** button is selected.
3. Select button options as described below.

Show All Destinations—This option selects all the Destination Application categories. The list of Destination Applications available for the selected button will include all the applications on your computer that fall into these categories. The list also includes printers and other devices connected to your computer so, for example, you can scan an item and have it printed immediately.

Select Destinations—Select this option to individually choose the types of applications to include in the list of Destination Applications. Check the boxes for the type of application to include.

- **Document Management** includes PaperPort and other applications for processing and keeping track of your scanned documents.
 - **Image Editors** include Microsoft Paint and other drawing and graphics applications.
 - **Text Editors** include Microsoft Word and WordPad, Microsoft Excel, and other word processing and spreadsheet applications. Select this option if you want OCR processing to convert your scanned documents to text that you can edit.
 - **PDF applications** are for documents scanned to PDF format.
 - **Email** includes Microsoft Outlook and other email applications. See “eMail Properties” on page 50 for details about attaching scanned documents to your email messages.
 - **Storage and CD-R/W** is for either storing scanned documents in a folder, or sending them to a CD burner to create a CD containing the scanned documents. See “Transferring Scanned Documents to Storage” on page 82 and “Scan and Burn to a CD” on page 75 for details.
 - **Fax and Print** is for sending your scanned documents directly to your printer or fax software for faxing.
 - **Sti event forwarding** is for using another application’s interface for scanning. The OneTouch Event Forwarding dialog box opens so you can select which application to use to continue scanning. See “Scanning with Event Forwarding” on page 78 for details.
4. After selecting a new category for the Destination Applications, click the tab of the button you’re working with to see which applications are added to the list. For example, if you selected new categories for the **Scan** button, click its tab at the top of the window.

Show Progress Window—Select this option to display the progress window of the document(s) during scanning.

Create copies of scanned documents—Sometimes the image of a scanned document is only saved as a temporary file until its Destination Application is finished using it. In those cases you may want an additional, permanent copy saved on your hard drive.

For example, if you scan a picture to an email application, the scanned image is saved as a temporary file, then attached to the email, and the email is sent. Later, the temporary file of the scanned picture is deleted. The same situation may occur when you scan directly to a printer or scan to a fax application. After a scanned item is printed or faxed, its temporary file is deleted. However, by selecting this **Create copies of scanned documents** option, you can choose to save permanent copies of the scanned items on your hard drive.

The copies will be saved in the folder specified in the Folder Copy Options section (see the description below and the figure on page 61).

This option is not available if either the **Document Management** or **Storage and CD-R/W** options are selected because, by default, file copies for those types of Destination Applications are already automatically saved in the folder for copies.

For that reason, this option is not available if the Destination Application is PaperPort because it is a **Document Management** application.

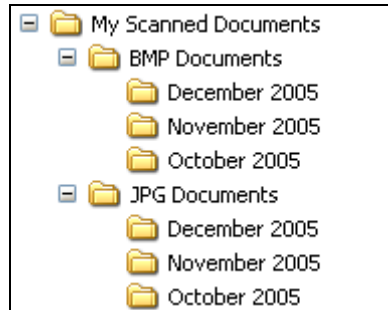
Likewise, the option is not available if the Destination Application is set as Transfer to Storage because it uses **Storage and CD-R/W** software.

Folder Copy Options—This section of the dialog box sets the location for copies of your scanned documents and how you want to group them.

Click the **Browse** button and find the folder for the copies. Select the grouping option for the documents. The Group by button option groups the documents under the name of the OneTouch

button. Group by type arranges the scanned documents by the type of file, such as .rtf or .jpg. If you also want to group them by date you can choose the week and month options.

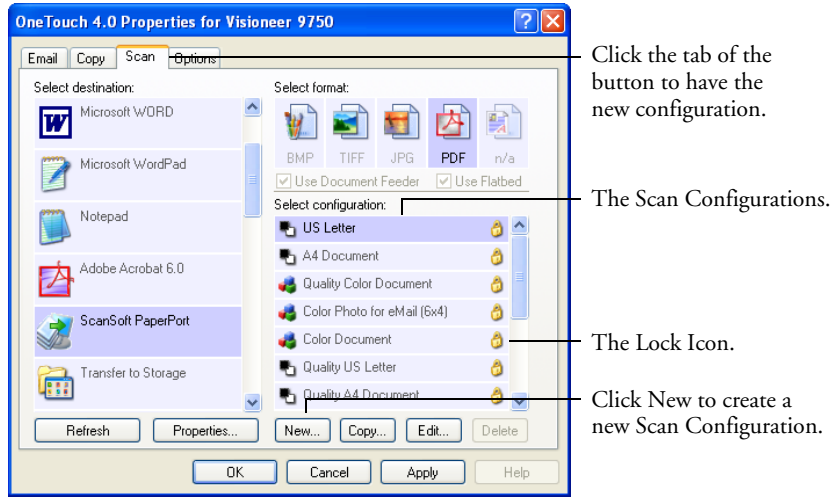
The following example shows the folders when the selections are **Group items by type** and **Group items by month**.



5. Click **OK** to save the options for the selected button.

CREATING A NEW SCAN CONFIGURATION

The scan configurations are where you select the scanning resolution, brightness, mode (color, black&white, or grayscale), and a number of other settings.



Note the lock icon on the preset configurations. Although you can unlock and edit the preset configurations, we recommend that you leave them locked, and only add new configurations. That way, you will always have the original factory-set configurations available.

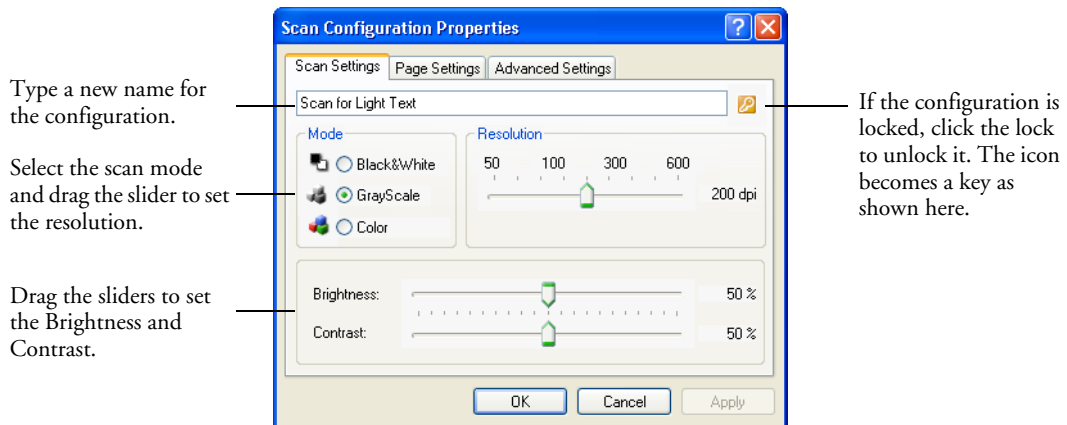
When you create a new scan configuration, it will be listed for the buttons that are set for the same types of Destination Applications. For example, if you create a new configuration for a button that is set to show image editor applications, that new configuration is also listed for any other buttons set for image editors, but not for buttons set for text editing applications. Thus, you can create specific sets of scan configurations for specific functions and they are listed only when appropriate.

To create a new configuration:

1. Open the OneTouch Properties window and click the tab of the button to have the new configuration.
2. Scroll through the applications in the Select Destination list and click the of application you want for the new scan configuration.
3. Click the **New** button.

If you want to start from the settings of another configuration, select the configuration, then click the **Copy** button (not the Copy tab).

The Scan Configuration Properties dialog box opens. If the **Scan Settings** tab is not selected, click it.



Note: If you select a printer or other device in the Select Destinations list, the dialog box may have an additional Device Settings tab for setting specific options for the particular device.

4. Type a name for the new scan configuration.

5. Select scan settings for the new scan configuration.

Mode—Select a scanning mode:

- **Black&White** to scan in black and white. For example, letters and memos are usually scanned in black and white. This scan mode produces the smallest file size.
- **GrayScale** to scan items such as documents containing drawings or black and white photographs. The scanning produces an image of up to 256 shades of gray.
- **Color** to scan color photographs and other color items. Color scans have the largest file size.

Resolution—Drag the slider to the right or left to adjust the dots per inch (dpi) of the resolution. The maximum resolution is 600 dpi; the minimum is 50 dpi. The higher the dpi setting, the sharper and clearer the scanned image. However, higher dpi settings take longer to scan and produce larger files for the scanned images.

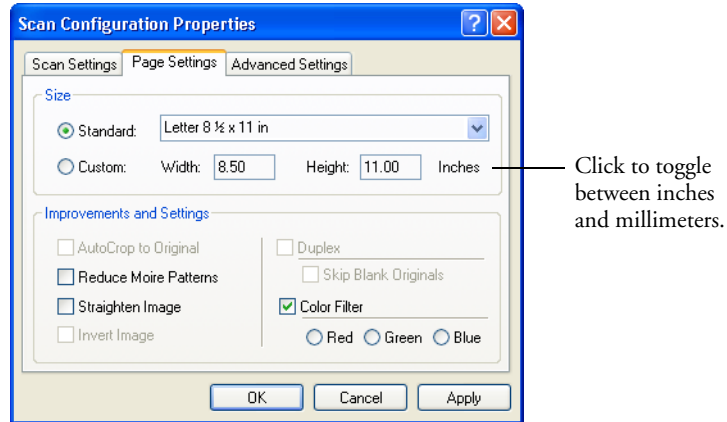
Brightness and Contrast—Sometimes an item is scanned with the brightness and contrast set too light or too dark. For example, a note written with a light pencil may need to be scanned darker to improve legibility.

Brightness refers to the lightness or darkness of the image. Contrast is the range between the darkest and lightest portions of the image. The greater the contrast, the more difference between the lighter and darker shades in the image.

Drag the sliders to the right or left to adjust the brightness and contrast of the scanned image. The Contrast setting does not apply to Black&White mode.

6. If you want to lock the configuration, click the Key icon to change it from a Key to a Lock.

- Click the **Page Settings** tab to select page settings.



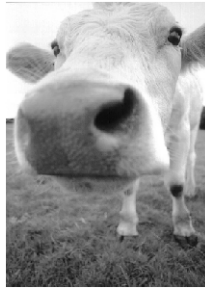
Size—Click **Standard**, click the menu arrow and choose a page size from the list, or click **Custom** and enter the horizontal and vertical page dimensions in the boxes. The maximum size is 8.5" x 14". The units of measurement can be inches or millimeters. Click the name of the units, inches or millimeters, to toggle between them.

Improvements and Settings—Only the options that apply to the selected Destination Application are available.

- **Reduce Moire Patterns**—Moire patterns are wavy, rippled lines that sometimes appear on the scanned images of photographs or illustrations, particularly newspaper and magazine illustrations. Selecting **Reduce Moire Patterns** will limit or eliminate moire patterns in the scanned image. This option is only available for the GrayScale or Color Mode at 300dpi or less.
- **Straighten Image**—Select this option to let the scanner automatically determine if a page is skewed, then straighten its image. The scanner detects page edges and can sense when the page is fed through at an angle. However, if the page is fed through at too great an angle, the image may not straighten correctly. In that case, re-scan the page using the paper guides to feed the paper in straight.

- **Invert Image**—Only available for Black&White Mode, this option reverses the black and whites of an image.

Original Image



Inverted Image



- **Color Filter**—Color filter is the ability of your scanner to automatically remove a color from a scanned item. For example, if you are scanning a letter with a red watermark, you can choose to filter out the red so the scanned letter just shows the text and not the red watermark. Color filter applies to Black&White or GrayScale Mode.

The original with a red watermark over black text.

Marketing

ABC Inc. distributes and sells its product worldwide through OEM/ODMs, and distributors. As of June 1999, ABC has employed over 21 well trained marketing, sales, and support personnel. To better serve its customers, ABC has assigned an account manager for each of its OEM/ODM customers. These account managers are responsible for effectively coordinate the outstanding issues in sales, manufacturing, or development and assure the status of each customer's product is properly monitored. Our goal is to achieve and maintain complete customer satisfaction.

The scanned item with the red filtered out.

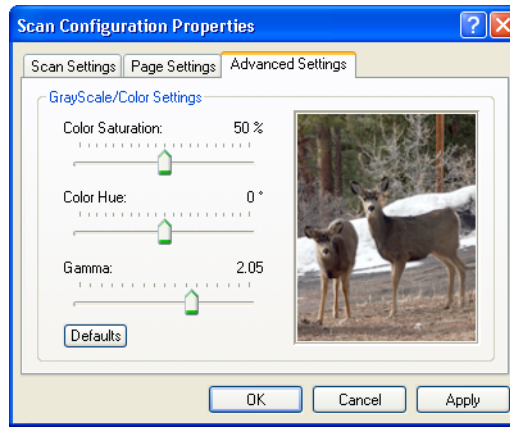
Marketing

ABC Inc. distributes and sells its product worldwide through OEM/ODMs, and distributors. As of June 1999, ABC has employed over 21 well trained marketing, sales, and support personnel. To better serve its customers, ABC has assigned an account manager for each of its OEM/ODM customers. These account managers are responsible for effectively coordinate the outstanding issues in sales, manufacturing, or development and assure the status of each customer's product is properly monitored. Our goal is to achieve and maintain complete customer satisfaction.

8. Click the **Advanced Settings** tab.

The options of the Advanced Settings tab are for the Color or GrayScale scanning mode.

Saturation is the strength or purity of a color, hue is the color your eyes see as reflected from the image, and gamma controls the brightness of the midtones of the color.



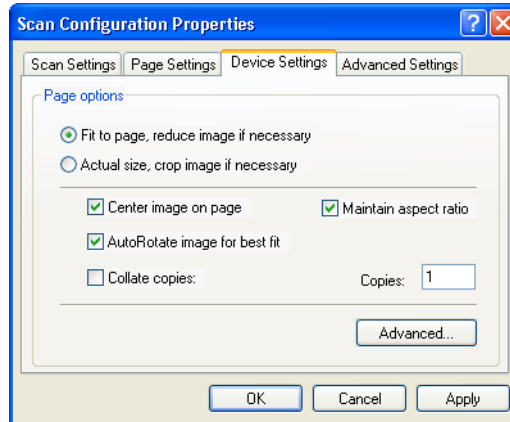
9. Drag the sliders to the left and right to change the color settings. As you do, the image changes to show the effects of the new settings.
10. Click **OK** to save the new configuration.

It will now appear in the list of Scan Configurations on the OneTouch Properties window for the appropriate Destination Applications.

THE DEVICE SETTINGS TAB

A Device Settings tab appears on the Scan Configurations dialog box when your selected Destination Application sends the scanned image to a printer, fax application, or other device. You use the options on the Device Settings tab to select settings for the device.

1. Click on the **Device Settings** tab.



Fit to page, reduce image if necessary—If the scanned image is too big to be printed or faxed on a single page, the image will automatically be reduced to fit the page.

Actual size, crop image if necessary—If the scanned image is too big to be printed or faxed on a single page, the image will automatically be cropped around its edges to fit on the page.

Center image on page—The image will be printed in the center of the page instead of at the top right corner.

Maintain aspect ratio—The aspect ratio is the length-to-width relationship of the image's dimensions. Select this option so the image's relative proportions remain constant.

AutoRotate image for best fit—If the image is a Landscape format and the device is printing in the Portrait mode, or vice versa, rotate the image to fit on the page.

Collate copies—If you're printing more than one page, collate the copies. Enter the number of copies in the **Copies** box.

Advanced—Click to see additional settings for the device. The dialog box that opens is specific to the device. For example, if the device is your printer, the dialog box is your printer's setup settings.

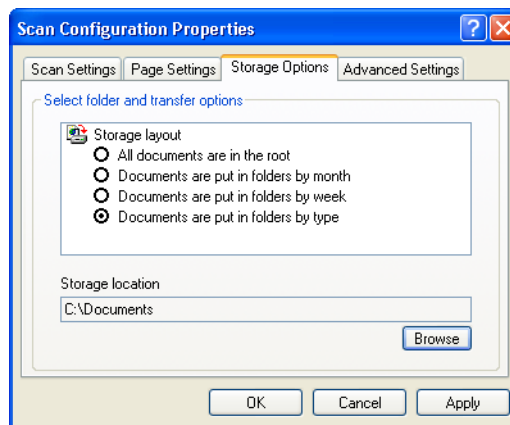
2. Click **OK** or **Apply**.

THE STORAGE OPTIONS TAB (ARCHIVE)

A Storage Options tab is on the Scan Configurations dialog box when the selected Destination Application is set as Transfer to Storage. You use the options on this tab to select where you want to save your scanned items for storage when scanning with that particular Scan Configuration.

Note: The selections you make using the Storage Options tab override the storage options that apply to the Storage Properties. This means that you can create separate Scan Configurations to store scanned items at various locations. See “Storage Properties” on page 48 and “Transferring Scanned Documents to Storage” on page 82 for more details.

1. Click on the **Storage Options** tab.



2. Click the Storage Layout options you want.

All documents are in the root—The scanned documents are saved in the root of the folder specified in the Storage Location.

Documents are put into folders by month, week, or type—

Folders are created based on your selection (month, week, or type) and the scanned documents are saved in those folders. New folders are created for each month and week so you can keep track of when you scanned the documents.

By default, the location of the archived documents is at

C:\Documents and Settings\<your user name>\My Documents\My OneTouch Archive and then in a folder based on your selection for the Storage Layout. For example, if the file type is TIFF, and you select **Documents are put into folders by type**, the default location of scanned archive documents is at **C:\Documents and Settings\<your user name>\My Documents\My OneTouch Archive\TIFF Documents**.

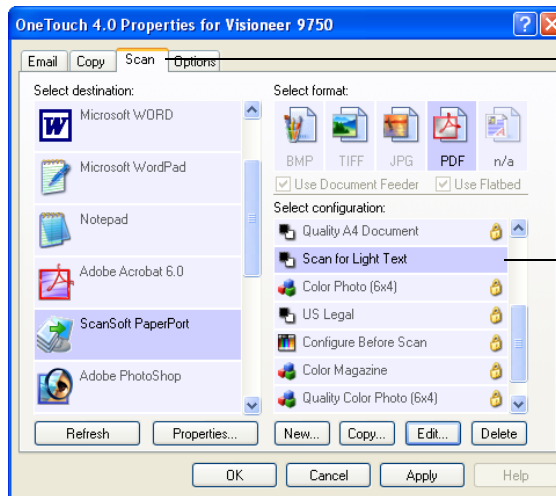
3. If you want to store your archive documents in some other location, click the **Browse** button to specify the new location.
4. Click **OK** or **Apply**.

EDITING OR DELETING SCAN CONFIGURATIONS

Note: Your scanner comes with a number of configurations pre-set at the factory. We recommend that you keep those configurations locked and do not edit or delete them. That way, you will always have the factory-settings available. If you do edit or delete them, and want to get the factory pre-sets back again, you will need to uninstall then re-install your scanner.

To edit or delete a scan configuration:

1. Open the OneTouch Properties window and click the tab of the button that has the scan configuration to edit or delete.
2. Select the scan configuration you want to edit or delete.



Select the tab that has the configuration you want to edit or delete.

Select the scan configuration to edit or delete. It must be unlocked, as indicated by not having a lock displayed here.

3. To delete the configuration, click the **Delete** button.

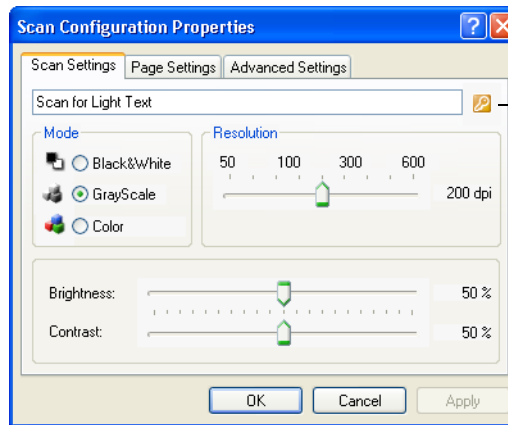
Note: If the Delete button is not available, the selected configuration is locked and cannot be deleted. You must first click the **Edit** button and unlock the configuration, as explained in the next steps.

4. To edit the configuration, click the **Edit** button.

The Scan Configuration Properties dialog box opens for that configuration.

You can make changes to a configuration, but for the changes to be saved, the configuration must first be unlocked.

Click the lock icon to unlock the configuration. Clicking it toggles between locking and unlocking the configuration. The key icon indicates the configuration is unlocked.



Click the Key/Lock icon to toggle between locked and unlocked.

5. Edit the settings and click **OK**.

CONFIGURING BEFORE SCANNING

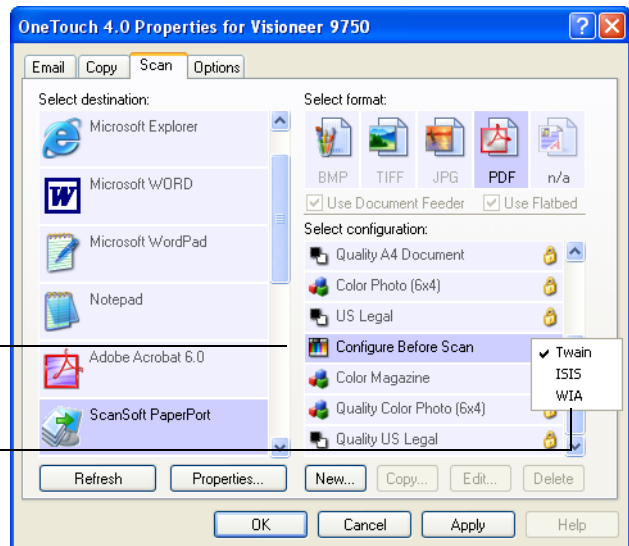
Choosing Configure Before Scan simply opens a scanning interface when you press or click a button. You can then use the interface to change the Resolution, Scan Mode, and other settings. When you scan, the scanned image will still be sent as the file type and to the same Destination Application already selected in the OneTouch Properties window for that button.

To configure before scanning:

1. Open the OneTouch Properties window.
2. Select the scan configuration **Configure Before Scan**.

Select Configure Before Scan.

Right-click on Configure Before Scan to get the menu, and choose the interface to use for scanning.



3. Right-click on **Configure Before Scan** and choose an interface to use for scanning.

TWAIN—The TWAIN Interface opens for you to make changes prior to scanning. See “Scanning with the TWAIN Interface” on page 93.

ISIS—The ISIS Interface opens for you to make changes prior to scanning. See “Scanning with the ISIS Interface” on page 127.

WIA—The Windows Image Acquisition Interface (WIA) opens for you to make changes prior to scanning (available on Windows XP only). See “Scanning with the WIA Interface” on page 121.

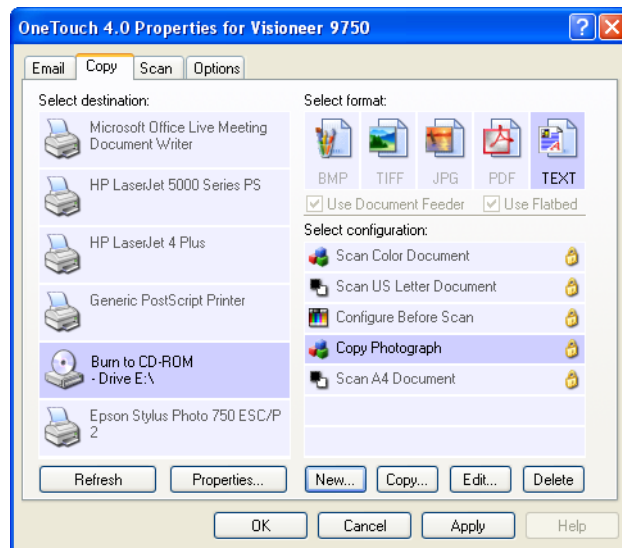
4. Click **OK** or **Apply** on the OneTouch Properties window.

SCAN AND BURN TO A CD

If you have a CD burner attached to your computer, you can scan directly from your scanner onto a CD. This feature is available only on computers running Windows XP.

To scan and burn to a CD:

1. Put a blank CD into your computer's CD Drive.
2. Open the OneTouch Properties window.
3. Click the **Copy** button tab, or other button if you've set it up to scan and burn to a CD.
4. Select **Burn to CD** as the Destination Application.



The Burn to CD Destination Application is only available if you have a CD burner attached to your computer, but you do not need to have a CD in the burner to select the destination.

5. Choose a Format and a Scan Configuration.
6. Click **OK**.

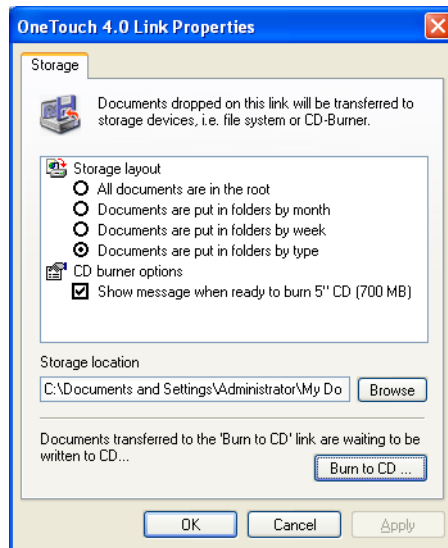
The OneTouch Properties window closes.

7. Now start scanning using the button you selected to use to scan and burn to CD.

When scanning is finished, a bubble message on the screen tells you that files are waiting to be burned to the CD.

8. Open the OneTouch window and make sure that the **Burn to CD** Destination Application is still selected and click the **Properties** button.

The OneTouch 4.0 Link Properties window opens.



9. Make sure a CD is in the CD burner.
10. Click the **Burn to CD** button.

The CD burner begins and your scanned documents are written to the CD.

Note: Until you click **Burn to CD** these files are stored in your computer at **C:\Documents and Settings\<your user name>\Local Settings\Application Data\Microsoft\CD Burning**. This is where Windows XP stores all files waiting to be burned to a CD by the automatic CD writing wizard. If other files are also waiting in this location, they will get written with the OneTouch files on the CD.

Note: When scanning items to burn to a CD, you should always use one of the factory-set default configurations, or a custom configuration specifically set up for CD burning. The default configurations are already set up to send the scanned images to the proper storage location where the Windows XP CD writing wizard can find the files to burn to the CD. Likewise, when you create a custom configuration for CD burning, the OneTouch software will automatically make sure the storage location is correct.

To create a custom configuration for CD burning, select **Burn to CD** as the Destination Application, then click the **New** button and create the new configuration. You won't need to select a storage location because it will be correctly preset for you by the OneTouch software.

Note however, that if you have created other custom configurations with different storage locations (for example, see "Scanning to Multiple Folders" on page 84), do *not* use them for the **Burn to CD** Destination Application. Otherwise, the Windows XP CD writing wizard will not be able to find the images to burn onto the CD.

SCANNING WITH EVENT FORWARDING

If you want to specify an application to use for scanning at the start of the process, you can use event forwarding. The scanner will feed in the first page, but will then stop until you select the application to use. After you select the application, its interface will open and you can use it to continue with the scanning.

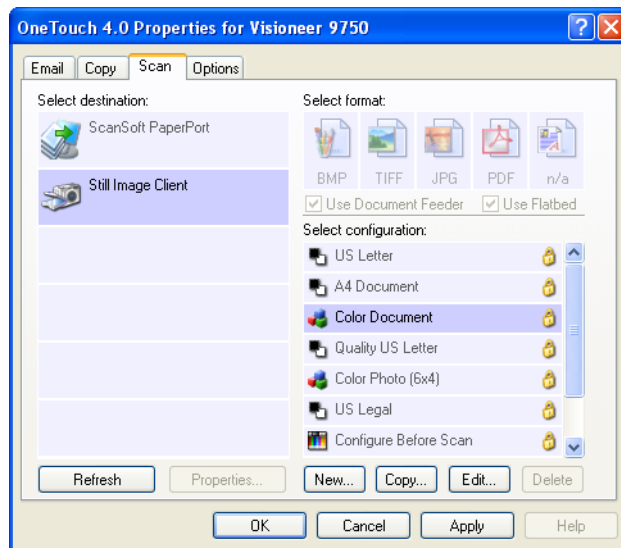
To scan with event forwarding:

1. Open the OneTouch Properties window.
2. Click the button you want to use for event forwarding.

If none of the buttons have Still Image Client as a Destination Application, click the **Options** tab, select **Sti event forwarding**, then click **Apply** and click the tab of the button again.

3. Select **Still Image Client** as the Destination Application.

Note that you cannot choose a format for this option because the actual Destination Application is not selected until after the scanner feeds in the first page of your document.



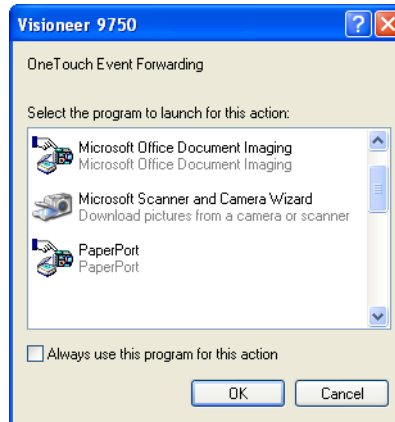
4. Choose a Scan Configuration.

5. Click **OK**.

The OneTouch Properties window closes.

6. Start scanning using the button you selected for event forwarding.

A dialog box opens for you to select the application to use for scanning.



7. Select the application in the box and click **OK**.

Now the application you selected opens and you can continue the scanning from that application's TWAIN interface.

CREATING AN HTML WEB PAGE FROM YOUR SCANNED DOCUMENTS

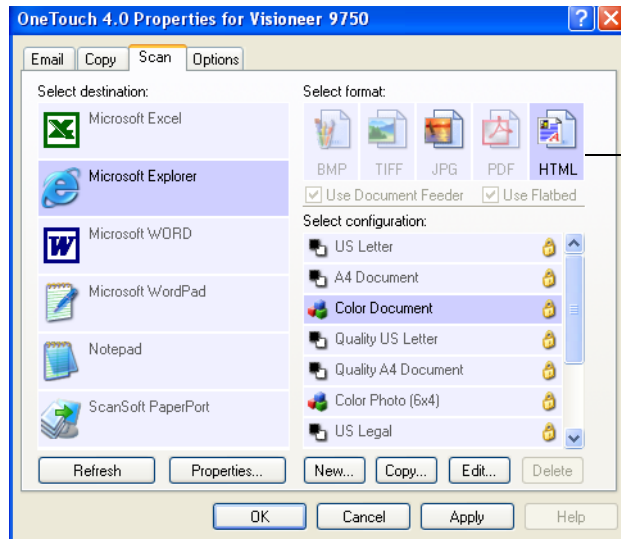
If you scan a document, whether a single page or multiple pages, you can have the pages converted directly to HTML formatted pages for posting directly to your web site. Those pages are then viewable by visitors to your web site without the need for any internet plug-ins or other special processing. This is, essentially, from your scanner to a web-ready format in one automatic step.

To scan and create an HTML web page:

1. Open the OneTouch Properties window.
2. Click a button that has Microsoft Explorer as one of its Destination Applications.

If none of the buttons have Microsoft Explorer as a Destination Application, click the **Options** tab, select **Text editing applications (i.e. Word)**, then click **Apply** and click the tab of the button again.

3. Select **Microsoft Explorer** as the Destination Application.
4. Choose **HTML** as the Format.



Choose HTML.

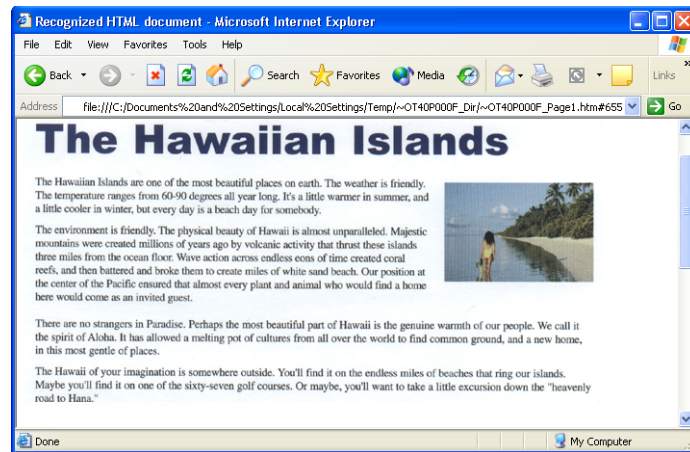
5. Choose a Scan Configuration that has the settings for the image on the HTML page.

For example, if you want the image to be in color on the HTML page, choose a color configuration.

6. Click **OK**. The OneTouch Properties window closes.
7. Now press the scanner button or click the OneTouch Button that you've set up for HTML.

When scanning is finished, the document is first converted to editable text using the OCR process, then is converted into an HTML format. Microsoft Internet Explorer then opens showing your converted page.

Note: Depending on the complexity of the document, its conversion to the HTML format may take a few moments.



8. Choose **Save As** from the Internet Explorer **File** menu, give the page a name, and save it in the location you use for web page files.
You may also want to write down the address shown in the Address bar so you'll know where to find your new HTML page later on.
9. You can now use Microsoft Internet Explorer or other application to post the document to your web page as you would any other HTML page.

TRANSFERRING SCANNED DOCUMENTS TO STORAGE

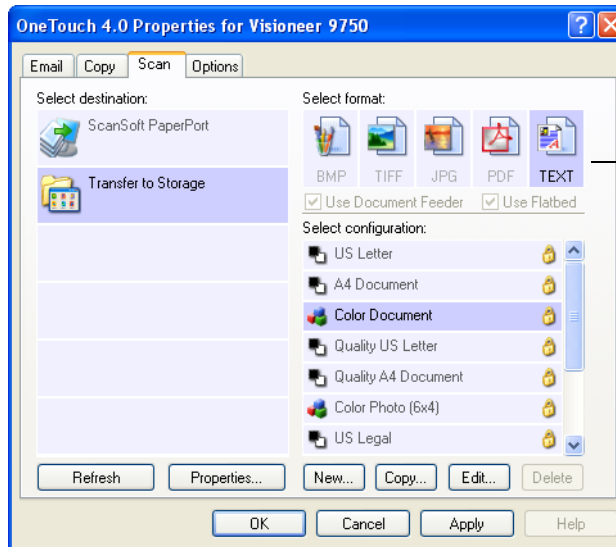
With the Transfer to Storage scanning process, you can scan documents and save them in a folder in one step. The process is ideal for archiving documents without having to manually save or process them in any other way. If you choose a text format for the file format, the documents are also automatically converted by the OCR process into editable text and numbers before being stored.

To transfer scanned documents to storage:

1. Open the OneTouch Properties window.
2. Click a button that has Transfer to Storage as one of its Destination Applications.

If none of the buttons have Transfer to Storage as a Destination Application, click the **Options** tab, select the option **Storage and CD-R/W**, then click **Apply** and click the tab of the button again.

3. Select **Transfer to Storage** as the Destination Application.
4. Choose a text format as the Format if you want the OCR process to convert scanned text to editable text.

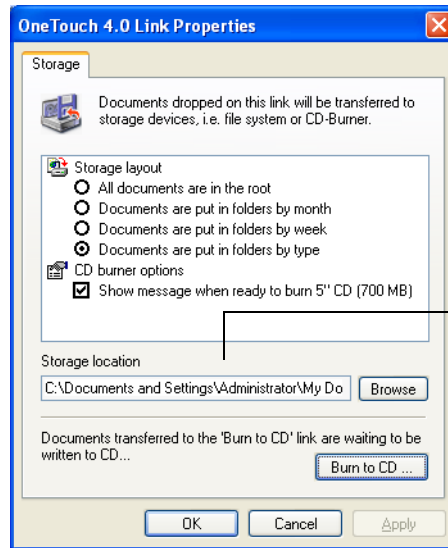


Choose a text format to have the OCR process convert text to editable text before the scanned documents are stored in their archive location.

5. Choose a Scan Configuration for the documents you want to archive.

For example, if you want the archived documents to be in color, choose a color configuration.

Your scanned pages are stored in the location that you specified on the OneTouch 4.0 Link Properties window.



Your scanned documents will be stored at the location you specified on the One-Touch 4.0 Link Properties window.

Note: The Storage Location shown in the example above is the default place where your scanned documents are stored if you haven't created any new scanning configurations or selected a new storage location. If you create a new scan configuration that has its own storage location and you use that configuration to scan, your scanned documents will be stored at the new location instead of the default.

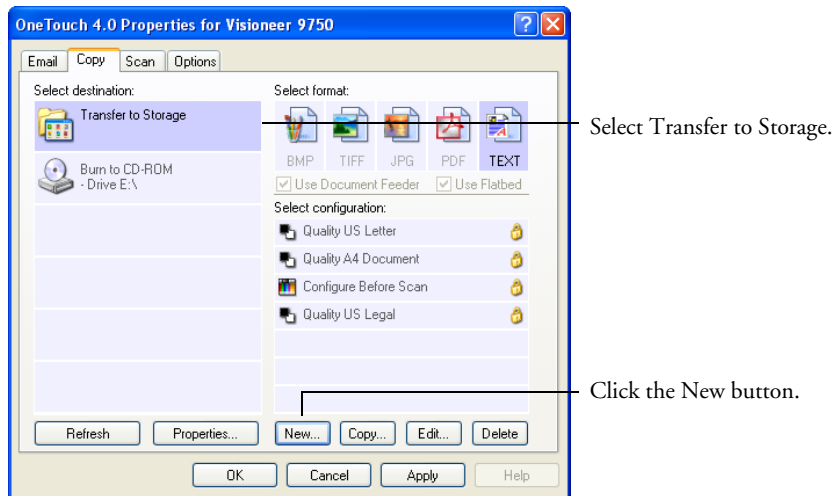
SCANNING TO MULTIPLE FOLDERS

When archiving documents with the Transfer to Storage option, you can scan them to multiple folders. For example, one folder might be for “Business Receipts,” a second folder might be for “Personal Receipts,” and a third folder might be for “Annual Receipts.”

To scan to multiple folders, you create multiple configurations, each with a different storage location for the scanned documents. Scan one set of documents using the scan configuration with the appropriate storage location for that set. Then switch to another scan configuration and scan the next set of documents to store them in their folder.

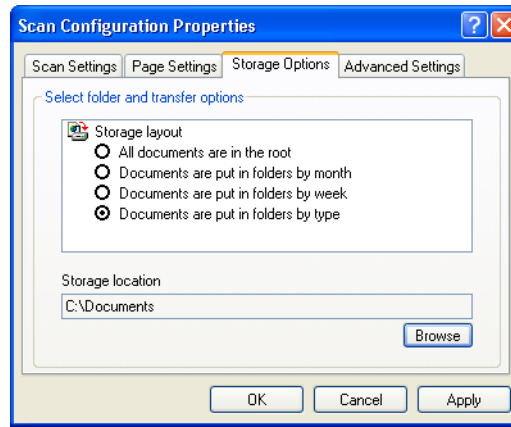
Setting up multiple folders for transfer to storage:

1. Using Microsoft Windows, create the folders that you want to use for storing scanned items. Note that you can also create the folders later while creating the new scan configurations.
2. Open the OneTouch Properties window.
3. Click the tab of button to use for archiving to multiple folders.
4. Select **Transfer to Storage** as the Destination Application.
5. Click the **New** button.

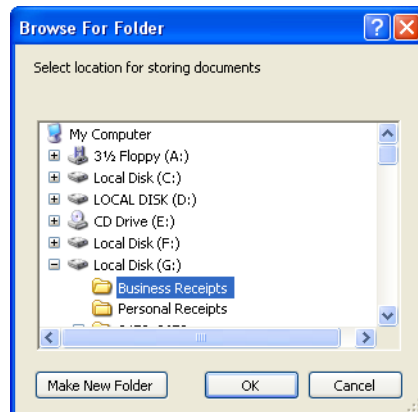


The Scan Configuration Properties dialog box opens.

6. To help you remember which folder it is, give the new configuration a name that indicates the folder name, such as “Storage for Business Receipts.”
7. Click the **Scan Settings**, **Page Settings**, and **Advanced Settings** tabs, and select the settings you want.
8. Click the **Storage Options** tab.

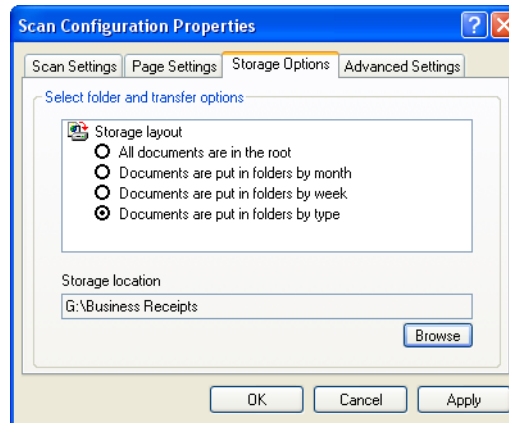


9. Click the **Browse** button.
10. Select the folder you created for storing the scanned documents.



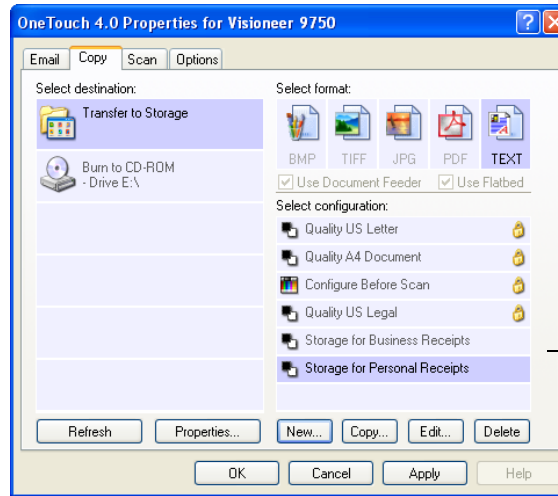
If you haven't created the folder yet, you can click the **Make New Folder** button and type the name for the new folder.

11. Click **OK**. The selected folder will now be set as the Storage Location, such as “Business Receipts.”



12. Click **Apply**. The new configuration is now listed as a Transfer to Storage configuration.
13. Repeat the process to create additional new configurations, such as one named “Storage for Personal Receipts.”
14. Make sure to designate separate folders as the Storage Locations for the new configurations.

You will now have multiple configurations set up for the Transfer to Storage destination, and each configuration scans documents to separate folders.



The new configurations apply to the Transfer to Storage Destination Application.

Scan to multiple storage folders:

1. Load the documents into the scanner that you want to scan to multiple storage folders.
2. Open the OneTouch Properties window.
3. Click the button you've set up for archiving documents. In the example above it's the **Copy** button.
4. Select one of the configurations you created for storage.
5. Click **OK**. The OneTouch Properties window closes.
6. Now either press the button on the scanner, or click it on the OneTouch Button Panel.

The documents are scanned to the folder specified for the configuration.

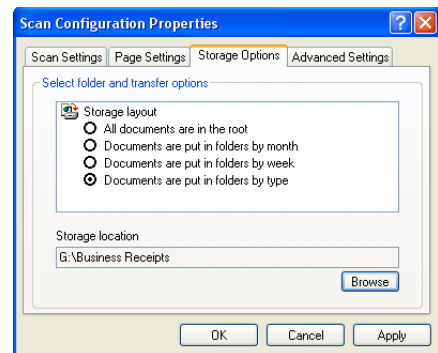
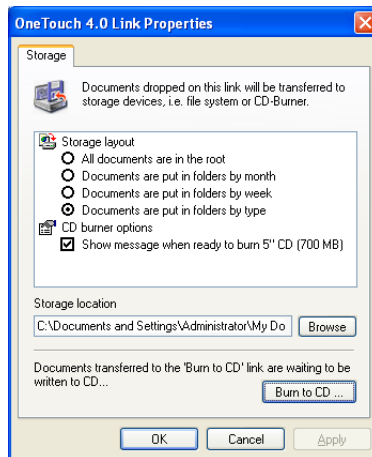
7. When scanning is finished, open the OneTouch Properties window again and select the other configuration you created for storage.
8. Click **OK**. The OneTouch Properties window closes.
9. Now either press the button on the scanner again, or click it on the OneTouch Button Panel.

When scanning is finished, the documents are stored in the two separate folders.

TO TRANSFER DOCUMENTS TO A SERVER OR MAPPED DRIVE

When selecting the storage location for scanned documents, you can select a local folder, or a folder on a server or mapped drive. You select a mapped drive using the **Browse** button.

1. See “Scanning to Multiple Folders” on page 84 or “Transferring Scanned Documents to Storage” on page 82 for the steps to select the Transfer to Storage options.
2. On either the OneTouch 4.0 Link Properties window, or from the Scan Configuration Properties window, click the **Browse** button.



The Browse For Folder window opens.

3. Select a storage location on the mapped drive or server for the scanned documents.

Servers and mapped drives are represented by an icon that indicates its network connection.



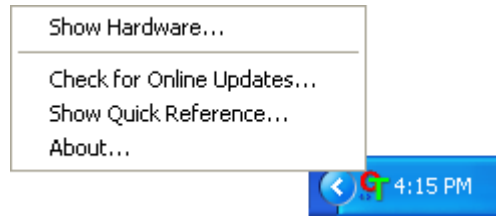
Select a mapped drive or server as indicated by the icon.

4. Click **OK**.

Now when you scan using Transfer to Storage as the Destination Application, the documents are stored on the server or mapped drive.

CHECKING THE HARDWARE AND SETTING THE LAMP POWER SAVING

1. Right-click on the OneTouch icon and choose **Show Hardware** from the pop-up menu.

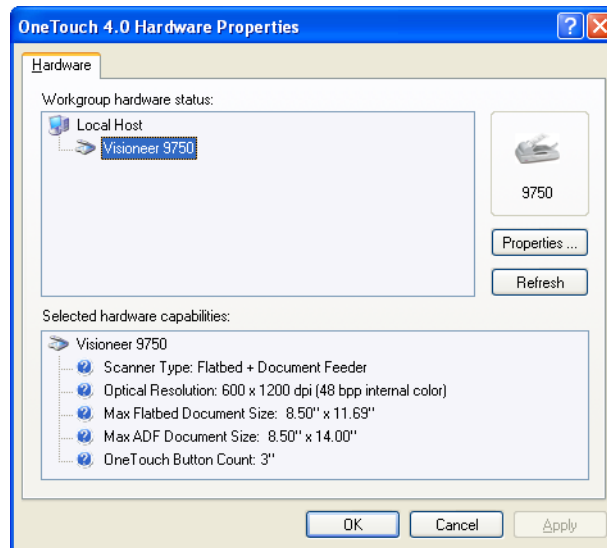


You can also click the scanner icon at the top of the OneTouch Button Panel.

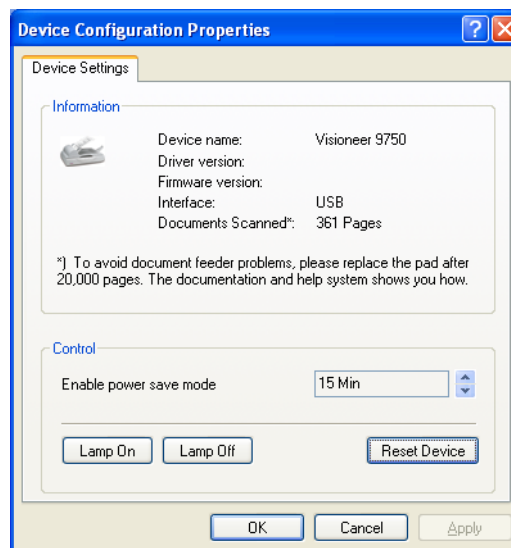


If the Hardware View of the panel is open you can also right-click on the 9750 icon.

The Hardware Properties dialog box opens and shows information about your Visioneer 9750 scanner.



2. Click the **Properties** button.



Your scanner has a built-in power saving feature that is set to power down after 15 minutes of idle time. You can change the time before the scanner powers down, from 1 minute to a maximum of 10 hours.

3. Click the arrows for the Lamp timeout setting and choose a time.

To turn the lamp on and off manually without turning off power to the scanner, click the **Lamp On** or **Lamp Off** buttons.

To return the scanner to its factory settings, click **Reset Device**.

4. Click **OK** to save the changes and close the dialog box.

Scanning with the TWAIN Interface

Instead of using the scanner buttons or the OneTouch Button Panel to scan, you can scan from the TWAIN interface. The PaperPort application you received with your scanner uses the TWAIN interface for scanning. This scanning method is particularly helpful when you're already using PaperPort to file and save scanned items, or if you want to adjust scanning settings prior to scanning.

A Note About Your Scanner and the TWAIN standard: TWAIN is a widely recognized procedure that software applications use to receive images from scanners, digital cameras, and other digital devices. The PaperPort software you received with your scanner uses the TWAIN standard, and this guide shows how to scan with it. But you can also open the same TWAIN interface from many other graphics and imaging applications and scan from them as well. Because the TWAIN interface is the same regardless of the software you use to open it, you can still use the instructions in this *User's Guide* for scanning with your Visioneer 9750 scanner. To access the TWAIN interface from other software, please refer to their user's guides, then return to this *User's Guide* for the steps to scan.

Note: You can also access the TWAIN interface when you're scanning from the OneTouch software. If the OneTouch configuration you're using to scan is set to **Configure Before Scan**, and the selected option is **TWAIN**, the TWAIN interface opens right away without opening PaperPort or any other TWAIN-compliant software first. See the section "Configuring Before Scanning" on page 73 for details.

ACCESSING THE TWAIN INTERFACE FROM PAPERPORT

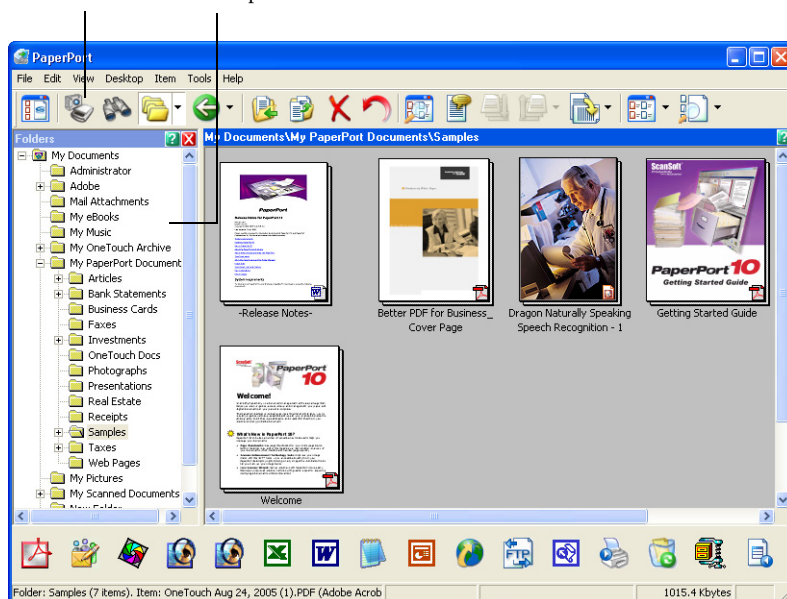
The instructions in this section are for accessing the TWAIN interface from the PaperPort application.

To access the TWAIN interface from PaperPort:

1. On the Windows taskbar, click **Start**, point to **Programs**, point to **ScanSoft PaperPort**, then click **PaperPort**.

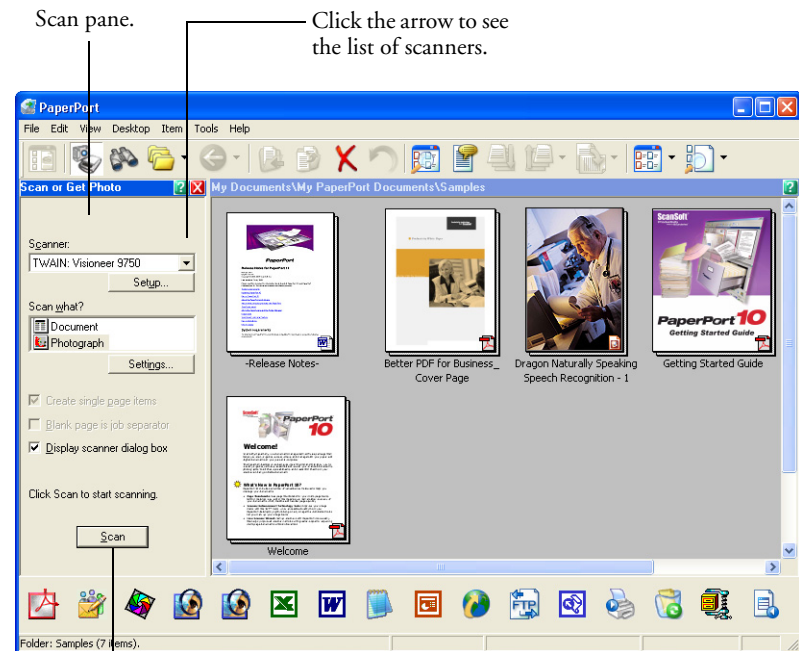
The PaperPort desktop opens.

Scan icon. Folders pane.



2. Click the **Scan** icon on the PaperPort command bar.

The Folders pane (which shows folders for organizing your scanned images) is replaced by the Scan pane.



If this Scan button is not active, see the section on page 116 to setup PaperPort to work with your scanner.

3. Click the Scanner drop-down arrow, and select **TWAIN: Visioneer 9750** from the drop-down list.

Note: Please wait a few moments for your selection from the drop-down list to become active. This delay only occurs the first time you select from the list while PaperPort initializes the scanner. Later on, the scanner initializes immediately when you select it from the list.

Note: If the Scan button at the bottom of panel is not available when you make a selection from the Scanner drop-down list, then PaperPort needs to be setup to work with your scanner. See the section, “Setting Up Your Scanner to Work with PaperPort” on page 116.

4. In the “Scan what?” section, choose to scan a **Document** or **Photograph**.

If you want to change the format of the scanned item's file name or file type before you start scanning, click **Settings**. The default file type for documents is .pdf and the default for photographs is .jpg. The default name of the scanned image is the day, date, and number of scanned items that day. For example, the second item scanned on a day is followed by a (2), the third by a (3) and so on. See the *PaperPort User's Guide* for more information about the PaperPort Settings.

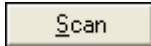


5. When scanning documents, use the **Create single page items** option as follows:
 - When the option is selected, all pages in the Automatic Document Feeder are scanned, the TWAIN interface closes, and each page is placed on the PaperPort Desktop as a separate file.
 - When the check box is not selected, the scanned pages are not placed on the PaperPort Desktop until you indicate the scanning job is finished by clicking **Done** on TWAIN interface, and then clicking **Done** on the **PaperPort-Scan** window. Multiple pages are “stacked” on the PaperPort Desktop if the type of image file can be stacked. Note that items scanned as .jpg files cannot be stacked on the desktop. Please see the *PaperPort User's Guide* for more information about stacks.
6. The option **Blank page is job separator** is for when you load several separate scanning jobs into the Automatic Document Feeder at the same time. Insert a blank page between them and each job will become a separate stack on the PaperPort Desktop when scanning is finished.

Please see the *PaperPort User's Guide* for more information about this option.

7. Make sure the option **Display scanner dialog box** is selected.

If this option is not selected, the TWAIN interface will not open when you click the **Scan** button. Instead, the items are scanned with the basic PaperPort settings. Documents are scanned in Black and White in the PDF file format, and Photographs are scanned in Color in the JPG file format.



8. Click the **Scan** button on the Scan pane.

The TWAIN Interface opens. You're ready to start scanning.

GETTING HELP WITH THE PAPERPORT SOFTWARE

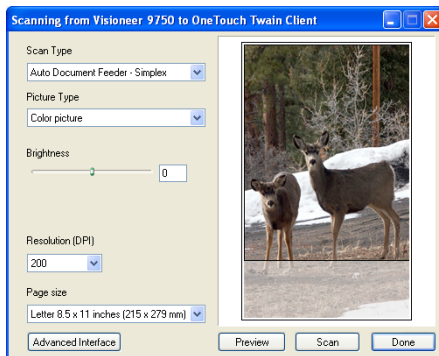
The PaperPort software includes a complete set of help topics that answer questions about each feature of the software. To open the Help Topics window, press the **F1** key or choose **PaperPort Help** from the **Help** menu.

You can also refer to the *PaperPort Getting Started Guide* and **PaperPort User's Guide** on the Installation CD.

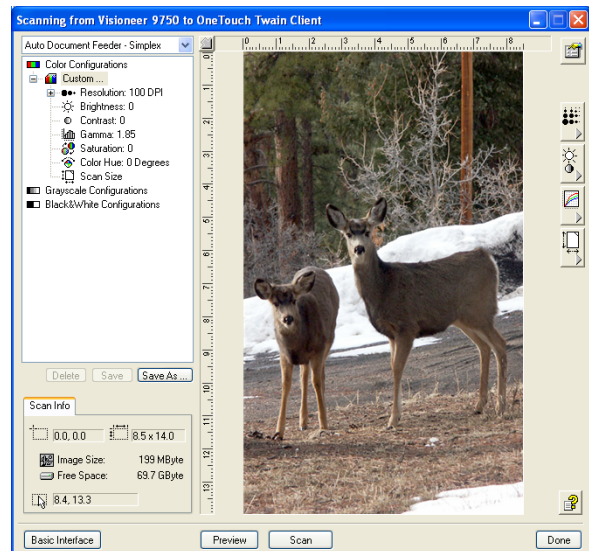
THE TWO TWAIN INTERFACE OPTIONS

When scanning with TWAIN, you have two interface options:

- **Basic Interface**—Use the Basic Interface if you don't need to make many adjustments to the image before scanning. You can adjust brightness, contrast, resolution, page size, and picture type. You can also choose to scan from the ADF or Flatbed. See “Scanning from the TWAIN Basic Interface” on page 99.
- **Advanced Interface**—The Advanced Interface includes all the settings of the Basic Interface, plus a wide range of more advanced settings, such as color saturation, gamma, and hue. See “Scanning from the TWAIN Advanced Interface” on page 102.



The **Basic Interface** has the settings for scanning typical documents.



The **Advanced Interface** has all the scan settings of the Basic Interface, plus a range of additional settings for more advanced image adjustment.

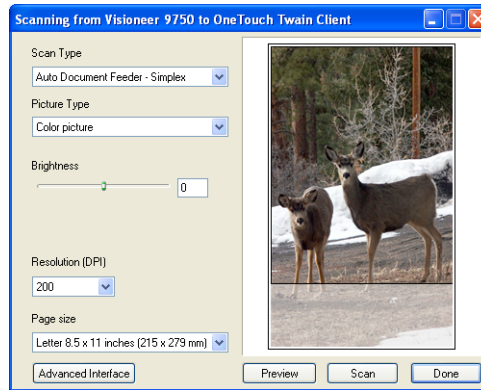
Basic Interface

Advanced Interface

To switch between the Basic and Advanced Interfaces, click the **Basic Interface** or **Advanced Interface** button.

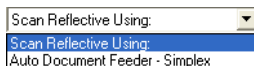
SCANNING FROM THE TWAIN BASIC INTERFACE

The Basic Interface can scan a preview of the image so you can adjust its appearance before scanning the final image. After adjusting the appearance, you click the **Scan** button on the Basic Interface to scan the item.



Click the Advanced Interface button if you would rather scan with the Advanced Interface.

To scan from the Basic Interface:



1. From the **Scan Type** menu, choose the option to scan:
 - **Auto Document Feeder-Simplex**—Scans documents from the Automatic Document Feeder.
 - **Scan Reflective Using**—Scans the document on the Flatbed.
2. Choose the color, grayscale, or black and white option from the **Picture Type** menu.
3. Choose a resolution from the **Resolution** menu.
4. Choose a page size from the **Page Size** menu.
5. Click the **Preview** button.



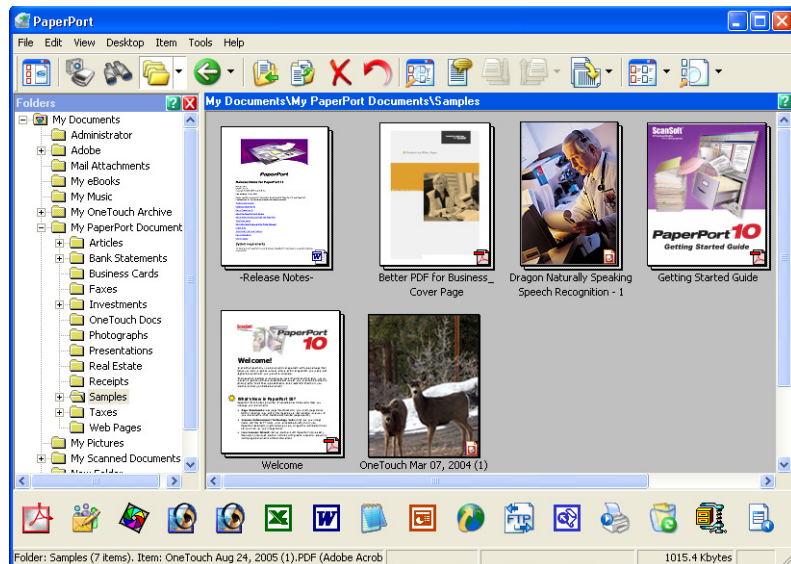
The scanner scans the item and displays a preview image.

You can now use the Basic Interface options to adjust the image.

Note: To preview a stack of pages, use one page as a test page and load it into the scanner. Click the **Preview** button then adjust the scanner settings. Then replace the page on the stack at its original position and load the stack into the scanner. Then just click the **Scan** button.

6. Adjust the **Brightness**, **Contrast**, and **Resolution** until the picture is what you want. You can also change the picture type again, for example, from color to grayscale.
7. When you are satisfied with the preview image, remember to place the document into the ADF again if you're scanning a stack of pages. Click **Scan**.
8. When you're finished scanning items, click **Done** to close the Basic Interface.
9. If you're using PaperPort, the PaperPort Scan message box opens. Click **Done**.

When scanning is finished, a thumbnail of the scanned image(s) appears on the PaperPort desktop.



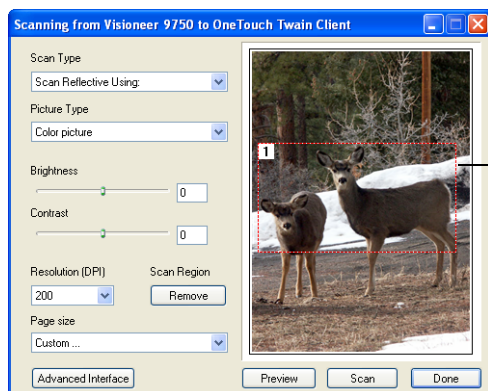
10. Use the PaperPort software to work with the image.

SCANNING PART OF AN IMAGE

To scan part of an image, you draw a box around the part you want. The scanner then only scans that portion of the image and displays it in the scanning application.

1. Put the pointer on the image and drag a box around the section of the image that you want to scan.

A dotted outline shows the selected area in the image.



This is the image that appears on the PaperPort desktop when scanning is finished.

The selected scan area.

Note that the selected area in the example has the number “1” in its upper left corner indicating it is your first selected area. When using the Flatbed you can select up to six separate areas on an image.

You can now move or resize the outline to select the specific area you want to scan.

2. To move the dotted outline, put the pointer in the selected area and drag the mouse.
3. To resize the area, put the pointer on a dotted line and drag.
4. If the dotted line is not exactly where you want it, put the pointer on the line and drag the mouse.
5. If you want to remove the selected area and start over, click **Remove**.
6. Click **Scan** when you're ready to scan the portion of the image.

SCANNING FROM THE TWAIN ADVANCED INTERFACE

You can adjust the scan settings on the Advanced Interface to produce the best possible image for the documents you're scanning.

1. Open the TWAIN Interface as described in the section "Accessing the TWAIN Interface from PaperPort" on page 94.

Advanced Interface

2. If the Basic Interface opens, click the **Advanced Interface** button. The Advanced Interface opens.

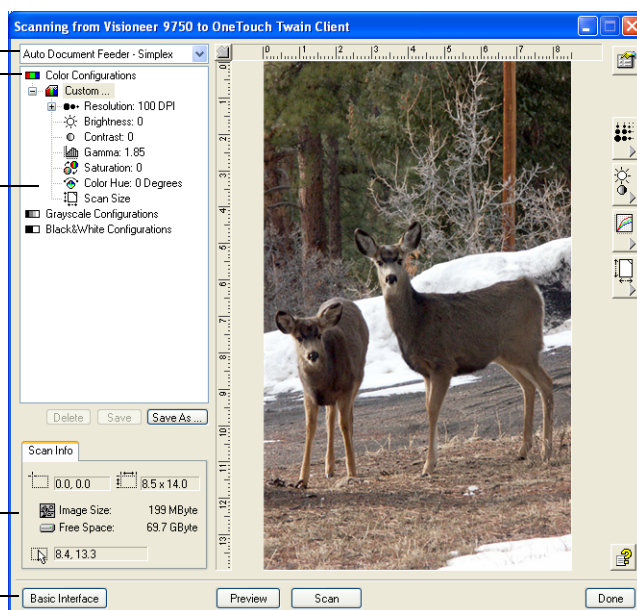
Choose a scanning option. Scan Auto Document Feeder - Simplex is for scanning items in the ADF. Scan Reflective Using is for scanning items on the Flatbed.

Click an icon to select a configuration—Color, Grayscale, or Black&White. Clicking the "+" sign shows details of the scan settings.

Click a setting in the list to change it. The setting's options appear on the right side of the Advanced Interface where you can make changes if necessary.

Check the Scan Info to make sure your computer has sufficient space for the image. Warning icons on this box appear if your computer does not have enough space for the scanned image's file.

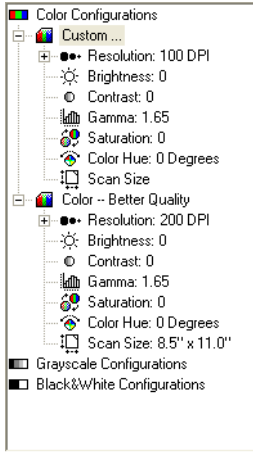
If you don't need all the features of the Advanced Interface, click Basic Interface to return to it.



Click Preview to view the image in the window.

When you are satisfied with the scan settings, click Scan.

Use these buttons to manually select settings. See "Adjusting the Image on the Advanced Interface" on page 105 for details.



3. From the **Scan Type** menu, choose the option to scan:

- **Auto Document Feeder-Simplex**—Scans documents from the Automatic Document Feeder.
- **Scan Reflective Using**—Scans the document on the Flatbed.

4. Click one of the icons to select a configuration.

For example, select **Color Configurations** and then select **Custom** to scan a color item with the preset Custom scan settings.

The configuration settings appear as a list. Click the + (plus) sign to see the full list. Click the - (minus) sign to collapse the list.

- **Color** scans the image in full color. Use this setting to scan color photographs and other color images. The file size is the largest of the image type options.
- **Grayscale** scans the image using up to 256 true shades of gray. Use this setting to scan black and white photographs and other higher quality black and white images. You can also scan a color photo with this setting to turn its colors into gray shades. The file size is about one third the size of a color scan.
- **Black&White** is for letters, memos, pen and ink drawings, and other black and white material. This setting produces the smallest file size for scanned items.

5. Click the **Preview** button to preview the image before scanning.
6. Review the image to determine if adjustments are needed.
7. To adjust a setting, click the setting in the list on the left below the selected configuration.

A panel opens on the right side of the Advanced Interface for the selected setting. Select new options on that panel. See “Adjusting the Image on the Advanced Interface” on page 105 for details about changing scan settings.

8. (optional) To preview the image again, put the document back into the Automatic Document Feeder if you’re scanning from it, and click the **Preview** button again. Readjust the settings if necessary.

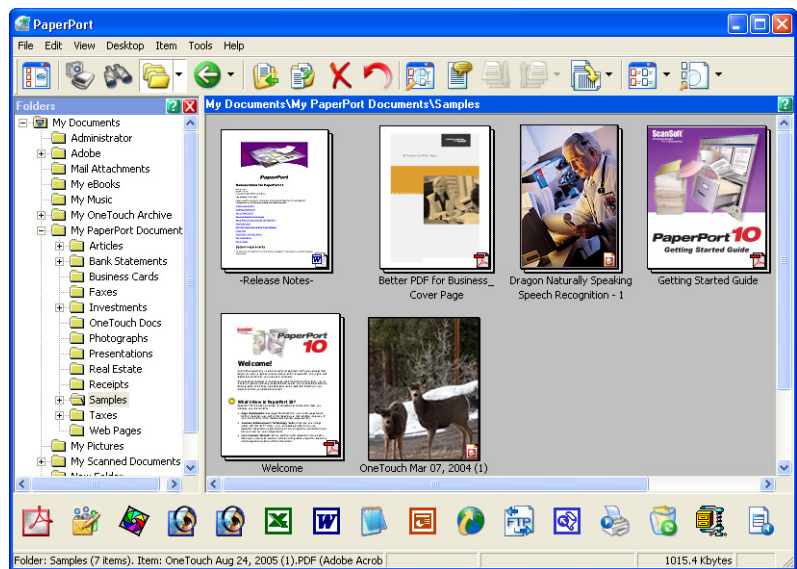
9. When you're satisfied with the image, load all the documents into the ADF Input Tray and click the **Scan** button.

A scan progress window opens. To Cancel scanning while it is in progress, click the **Cancel** button on the progress window.

10. When you're finished scanning items, click **Done** to close the Advanced Interface.
11. If you're using PaperPort, the PaperPort Scan message box opens. Click **Done**.

When scanning is finished, a thumbnail of the scanned image(s) appears on the PaperPort desktop.

Single page items appear as individual thumbnails on the PaperPort desktop.



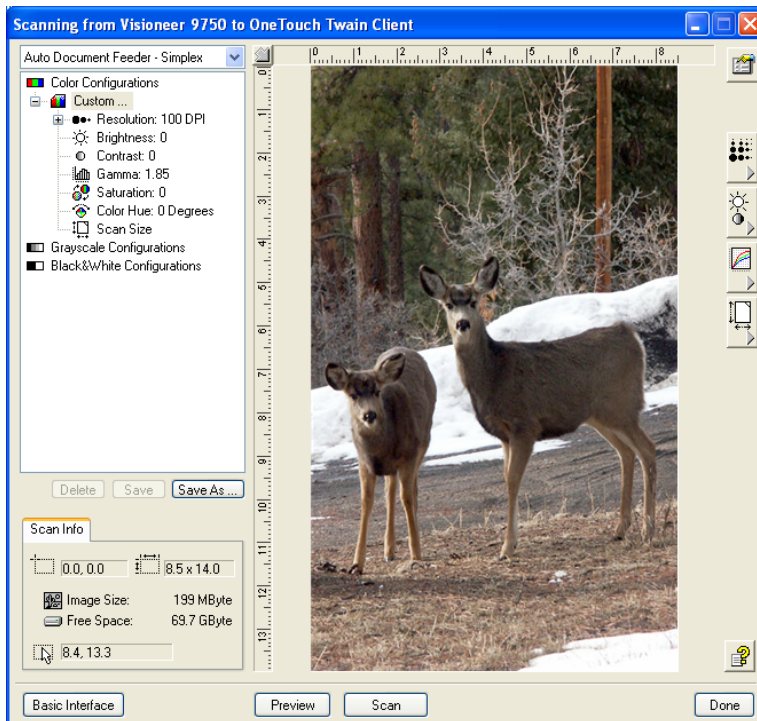
12. Use the PaperPort software to work with the image.

ADJUSTING THE IMAGE ON THE ADVANCED INTERFACE

You can adjust the scan settings on the Advanced Interface to produce the best possible image for the documents you're scanning.

To adjust a setting:

1. On the left side of the Advanced Interface, select a configuration, for example, **Color Configurations**.
2. Click a setting in the list of settings, or click its corresponding button on the right side of the Advanced Interface.



— Resolution.

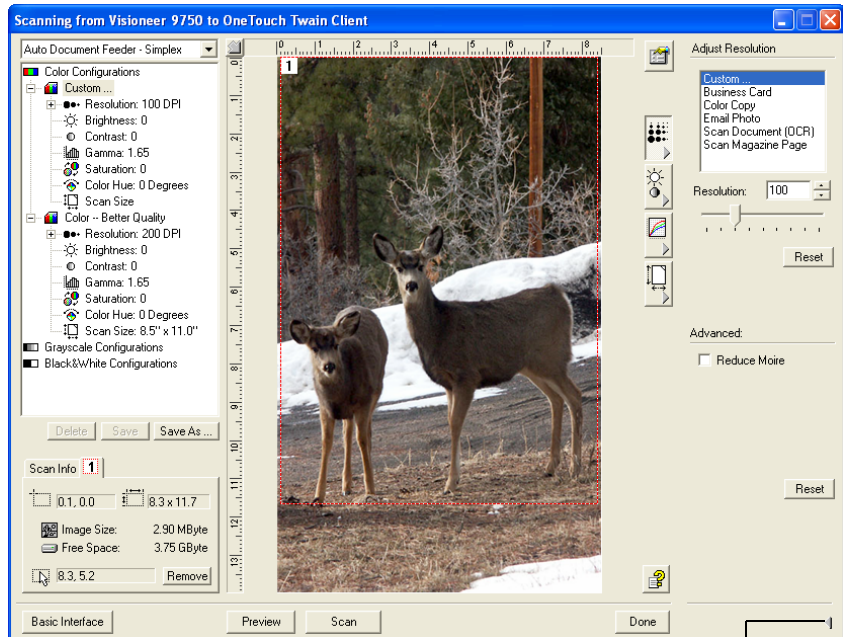
— Brightness/Contrast.

— Color (Gamma, Saturation, and Hue).

— Scan Size.

Note: The list of scan settings for a configuration applies only to that type of configuration. For example, the Black&White Configuration does not have a setting for adjusting the Color Hue.

The following figure shows an example of the Advanced Interface if you click the **Scan Size** setting in the list, or click the **Scan Size** button.



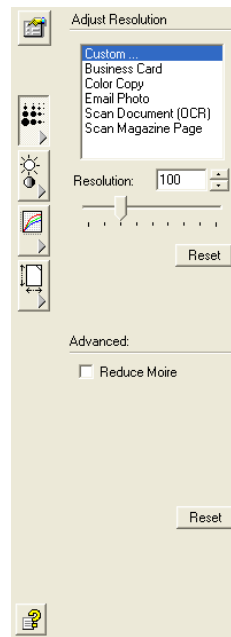
Click to close the settings panel

Note: The information in the scan settings list and the options you select on the various settings panels are interactive. As you change the settings on the panel, the numbers in the list on the left also change.

ADJUSTING THE RESOLUTION

Resolution determines the amount of detail you can see in the scanned image. The resolution setting for a scan is in dots-per-inch (dpi). The higher the resolution, the finer the details. However, higher dpi settings also take longer to scan and produce larger files sizes. Usually the higher resolution settings are used for precision work, such as photographs or fine artwork.

The following figure shows the resolution options.



Note: The location of various buttons on the panels may be slightly different on your Advanced Interface window. The appearance of the window depends on your computer monitor's screen resolution.

To adjust the resolution:

1. To use one of the preset resolutions for typical scanned items, click one of the options in the list.

For example, to set the resolution for scanning a business card, select Business Card. That setting is preset to read small print on a typical business card.

2. To set the resolution manually, drag the **Resolution** slider to the left to decrease the resolution or to the right to increase it.

You can also type a number directly into the resolution setting box, or click the up and down arrows to increase or decrease the setting. The resolution settings on your Visioneer 9750 scanner range from 50 dpi to 600 dpi.

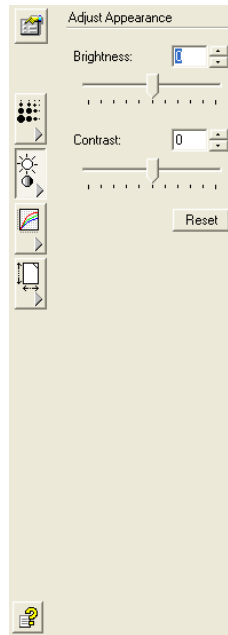
3. Click **Reset** to return the resolution to its original setting.

The resolution panel also includes an advanced setting for Moire patterns. Moire patterns are wavy, rippled lines that sometimes appear on the scanned images of photographs or illustrations, particularly newspaper and magazine illustrations. To scan the image and limit or eliminate moire patterns, select the **Reduce Moire** option. This option is only available from 50 to 300 dpi.

ADJUSTING THE BRIGHTNESS AND CONTRAST

Sometimes an item is scanned with the brightness and contrast set to be too light or too dark. For example, a note written with a light pencil may need to be scanned darker to improve legibility.

The following figure shows the brightness and contrast options. Contrast is only available for Color and Grayscale configurations.



To adjust the brightness and contrast:

1. Drag the **Brightness** slider to the left to make the item darker or to the right to make the item lighter.
2. Drag the **Contrast** slider to the left to decrease the contrast or to the right to increase the contrast.

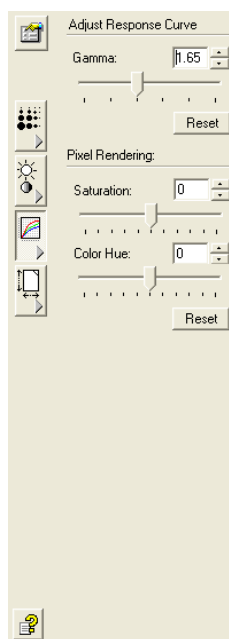
You can also type a number directly into the brightness or contrast setting boxes, or click the up and down arrows next to the box to increase or decrease the setting.

3. Click **Reset** to return the settings to their original numbers.

ADJUSTING GAMMA, SATURATION, AND COLOR HUE

If you're using the Color Configuration to scan, you can adjust a group of color settings. Gamma controls the brightness of the color midtones. Saturation is the strength or purity of a color and hue is the color your eyes see as reflected from the image.

The following figure shows the color options.



To adjust the color settings:

1. Drag the **Gamma**, **Saturation**, and **Color Hue** sliders to the left to decrease the settings or to the right to increase the settings.

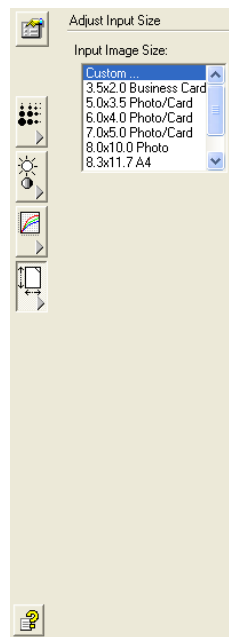
You can also type a number directly into the setting boxes, or click the up and down arrows next to the boxes.

2. Click **Reset** to return the settings to their original numbers.

ADJUSTING INPUT SIZE

You can scan documents up to 8.5" x 14" in the Automatic Document Feeder, or up to 8.5" x 11.69" on the Flatbed glass, but you can select other scan sizes, or adjust the input size to scan only specific sections of an image. For example, if you're scanning a photograph and want to focus on one section, adjusting the input size removes the rest of the photograph from the final scanned image.

The following figure shows the input size options.

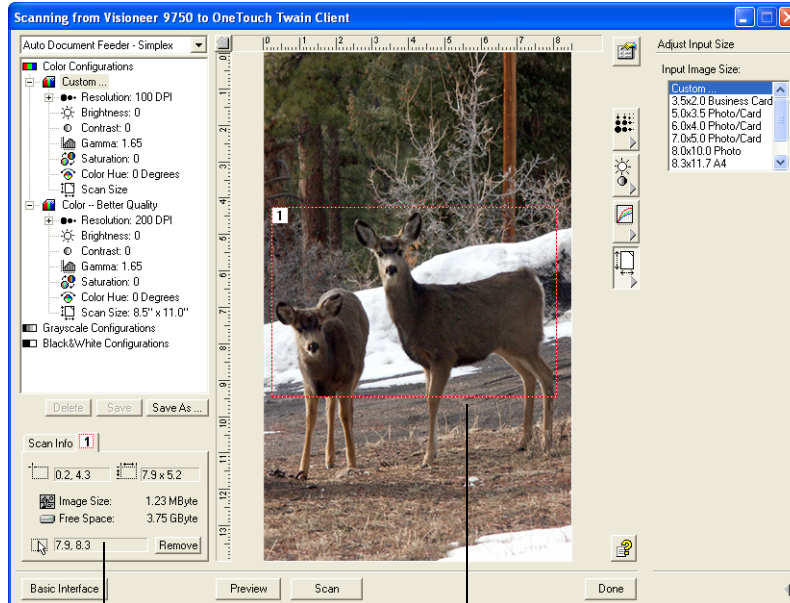


To set the image size:

1. Select the image size from the menu.

The dotted outline shows the selected area in the image.

The following figure shows an example of a manually selected area.



The Scan Info box shows the size and position of the area.

The selected scan area.

This is the image that appears on the PaperPort desktop when scanning is finished.



Note that the selected area in the example has the number “1” in its upper left corner indicating it is your first selected area. When using the Flatbed you can select up to six separate areas on an image.

You can now move or resize the outline to select the specific area you want to scan.

2. To move the dotted outline, put the pointer in the selected area and drag the mouse.
3. To resize the selected area, put the pointer on a dotted line and drag it.

Note that as you drag a dotted line, the menu selection for the image size changes to **Custom** to indicate you are customizing the size.

The Scan Info box on the lower left portion of the Advanced Interface shows the information for the new area. If you selected multiple areas, tabs on the Scan Info box represent each area. Click on an area's tab to see its Scan info.

4. If you want to remove the selected area and start over, click **Remove** on the Scan Info box.

Note: Clicking **Remove** re-selects the entire 8.5" x 14" area.

5. When the settings are what you want, click **Scan**.

THE RULER UNITS

The ruler around the edges of the image help you precisely position a custom sized image. You can change the ruler units to suit the type of measurements you want.

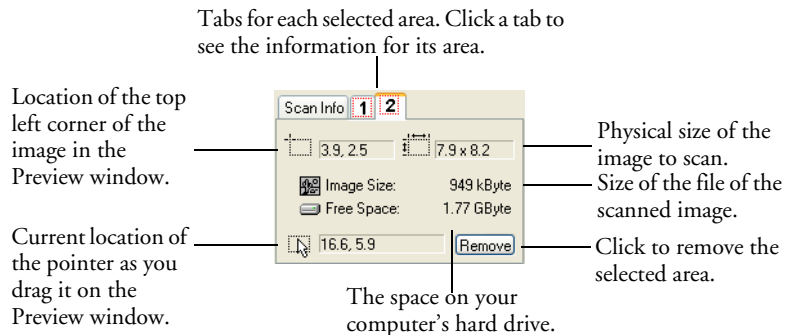
To set the ruler units:



1. Click the **Ruler Units** button.
2. As you click the icon, the ruler units across the top and down the side of the window cycle among centimeters, inches, and pixels.

THE SCAN INFO BOX

The following figure shows the information on the Scan Info box:



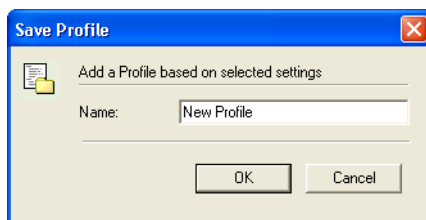
CREATING A NEW ADVANCED INTERFACE PROFILE

You cannot change the settings of the preset profiles in the Advanced Interface. However, you can create new profiles and save them for future use.

To create a new profile:

1. On the Advanced Interface, select one of the preset profiles, for example, Black&White Configurations/Custom.
2. Adjust the settings as required and then click the **Save As** button.

The Save Profile dialog box opens.



3. Type a name for the new profile and click **OK**. The name must be at least two characters long.

Your new profile is added to the configuration list.

To change or delete a profile you created:

1. Select your profile from the configuration list.
2. Make changes to the profile as needed, and then click **Save**.
3. If you want to delete the selected profile, click **Delete**.

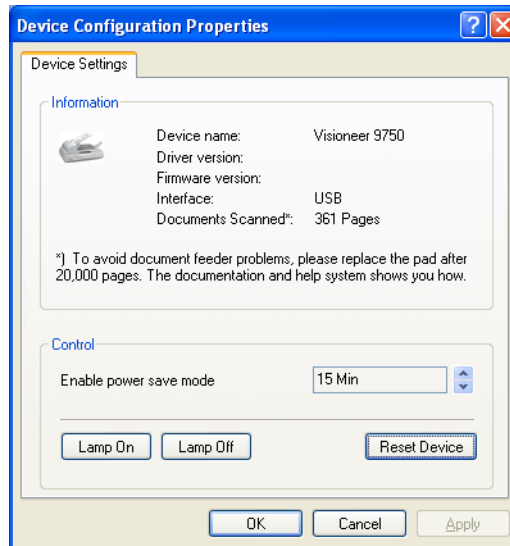
DISPLAY THE DEVICE CONFIGURATION



1. Click the **Device Configuration** button.

The Device configuration window opens and shows the information about your scanner.

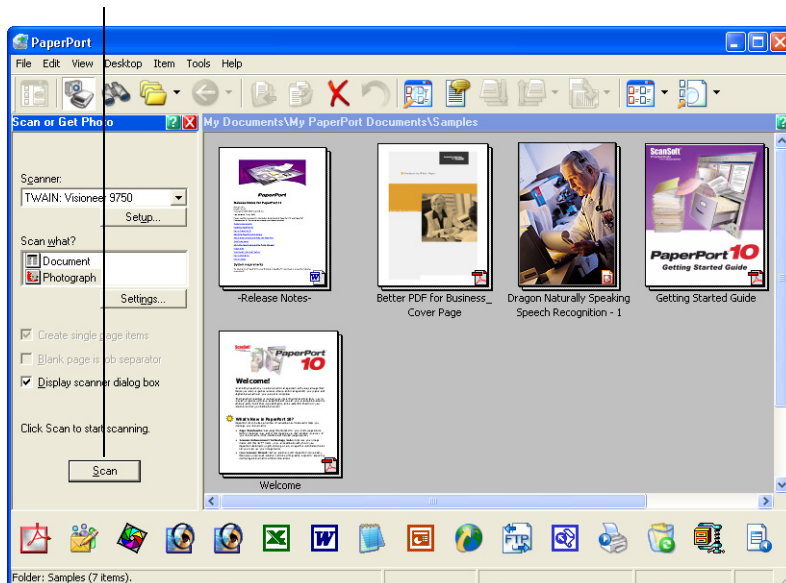
See the section “Checking the Hardware and Setting the Lamp Power Saving” on page 90 for more information about the device settings.



SETTING UP YOUR SCANNER TO WORK WITH PAPERPORT

On the PaperPort window, when you selected a scanning option from the Scanner drop-down list, such as **TWAIN: Visioneer 9750**, **WIA: Visioneer 9750**, or **ISIS: Visioneer 9750**, the **Scan** button at the bottom of the panel should become active after approximately 5 to 10 seconds. If it doesn't, you need to set up your scanner to work with PaperPort.

If this Scan button is not active, you need to set up your scanner to access PaperPort.

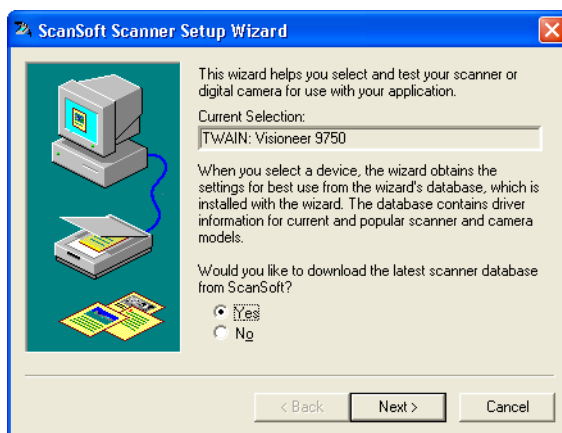


Note: Setting up your scanner is a one-time-only process for each option from the Scanner drop-down list. Therefore, you may have to set up your scanner once each for **TWAIN: Visioneer 9750**, **WIA: Visioneer 9750** (XP users only), and **ISIS: Visioneer 9750**. The setup process, described below, is the same for each option. You will not have to set up the scanner again for an option unless you uninstall the scanner and PaperPort software, then re-install them.

To set up your scanner to work with PaperPort:

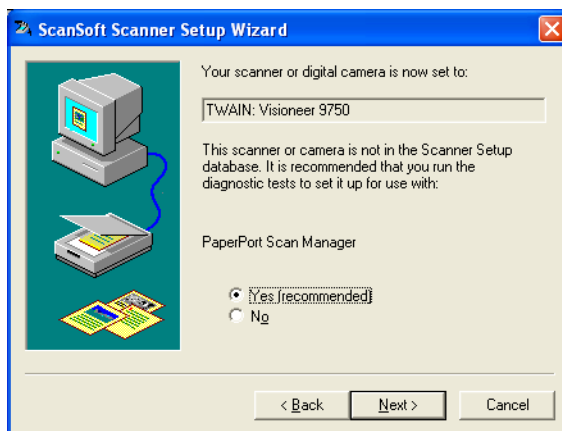
1. From the Scanner drop-down list, select one of the options, such as **TWAIN: Visioneer 9750**.
2. Click the **Setup** button.

A window opens to begin the setup process.



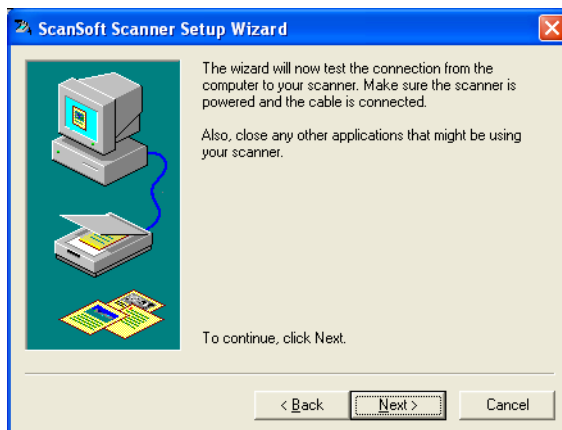
3. Click **Yes** then click **Next**.

The next window offers you the option to run hardware diagnostics.



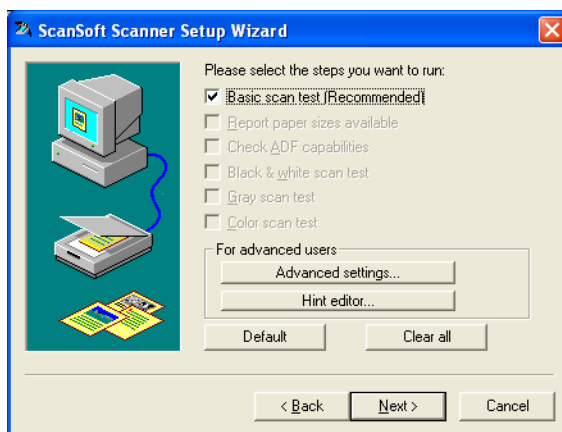
4. Click **Yes (recommended)** then click **Next**.

The next window is for checking the connection between your scanner and the computer.



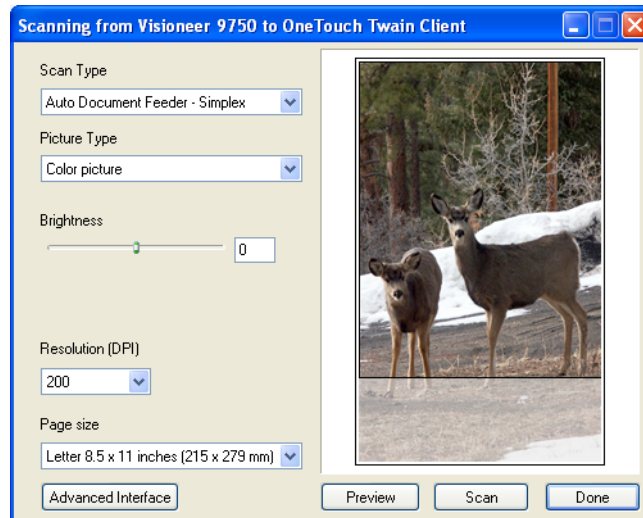
5. Click **Next**.

After the Setup Wizard checks the connections, the next window is displayed. It has a series of setup options, but only the Basic scan test is necessary because your scanner was already tested when you installed the OneTouch 4.0 software.



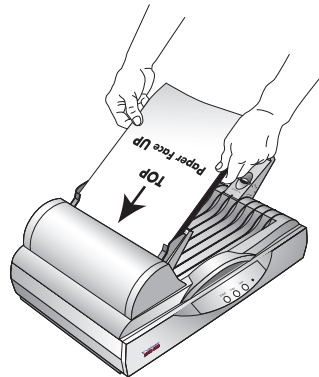
6. Click **Next**.

The TWAIN Basic Interface opens.



Note: If you are setting up your scanner for the WIA or ISIS scanning options, the WIA or ISIS interface opens instead.

7. Insert a page into the scanner, face up, and the **Scan** button on the Basic Interface will become active.



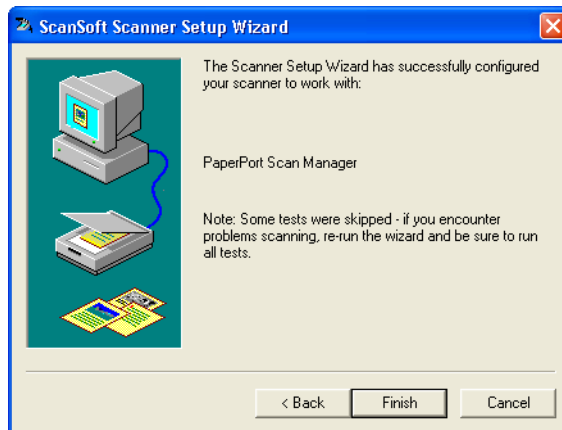
8. Click the **Scan** button on the Basic interface.

The Setup Wizard runs the scan test.

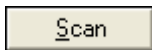
A message window opens that says “Basic scan test passed.”

9. Click **Next** on the message window.

The final Setup window opens to let you know the setup process is finished.



10. Click **Finish**.



Your scanner is now set up for the scanning option you selected (in the example above, it's the TWAIN option) and the **Scan** button on the PaperPort window will now become active.

Scanning with the WIA Interface

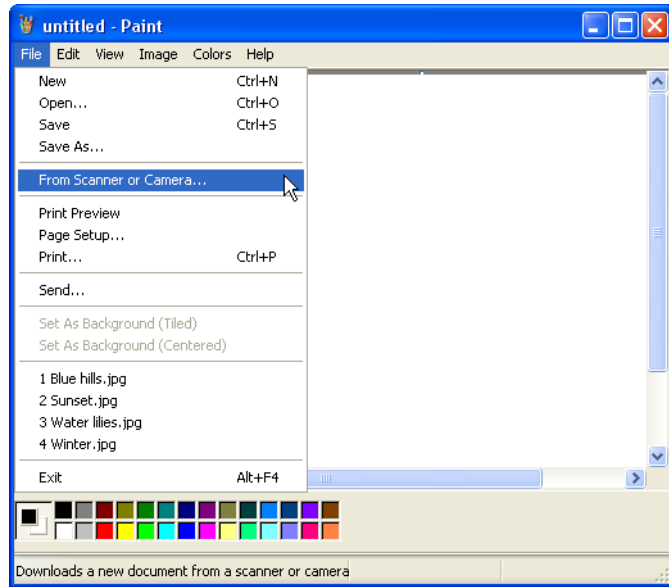
Microsoft Windows XP includes its own scanning interface—known as Windows Image Acquisition (WIA)—for acquiring images from scanners, digital cameras, and other digital devices.

This section shows how to use Microsoft Paint to scan using the WIA interface, but you can use PaperPort and other Windows applications as well.

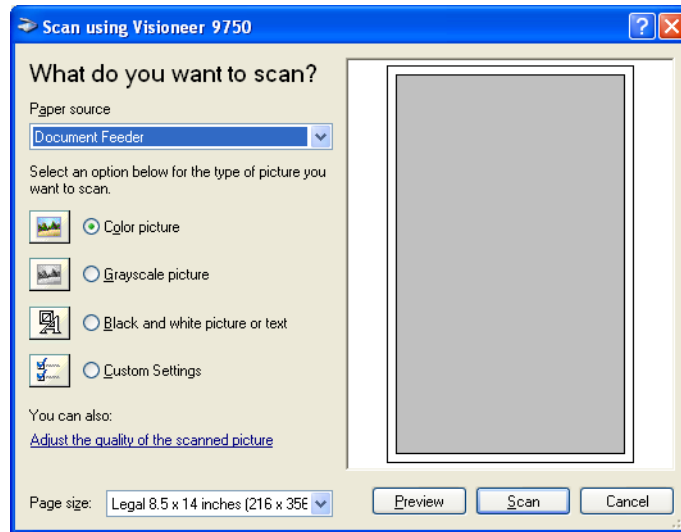
Note: Scanning with the Windows Image Acquisition (WIA) is only available if your computer is running Windows XP.

To scan using WIA from Microsoft Paint:

1. On the Windows taskbar, click **Start**, point to **Programs**, point to **Accessories**, then click **Paint**.
2. From the **File** menu choose **From Scanner or Camera**.



The WIA scan window opens. Use this window to select scanning options and start the scan process.



3. From the Paper Source drop-down list, choose **Document Feeder** to scan from the Automatic Document Feeder, or **Flatbed** to scan a from the Flatbed glass.

4. If you're scanning from the Automatic Document Feeder, select a paper size from the Page Size list.

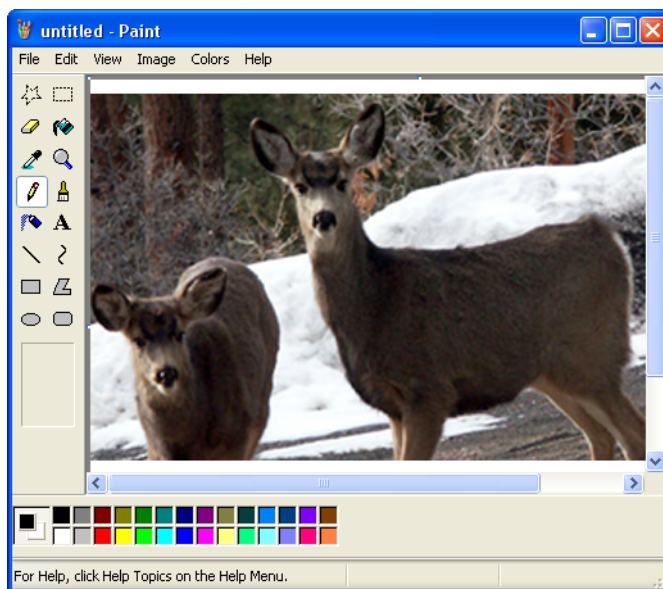
If you're scanning from the Flatbed glass, you can change the size of the scanned image after seeing a preview.

5. Click **Preview** to preview the image before scanning.

The image is displayed on the right side of the window.

Note: If you preview when scanning a stack of documents, the first page of the stack feeds through the ADF for the preview. After adjusting the scanner settings, replace that page on the stack so it is scanned with the rest of the pages.

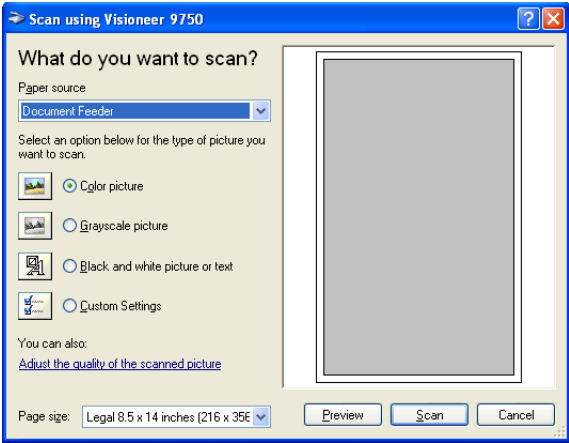
6. If necessary, adjust the settings of the previewed image:
 - Change the button selection for the type of image.
 - Adjust the custom settings; refer to the next section, “Fine Tuning Your Scans”.
 - If you're scanning from the Flatbed, change the size of the scanned image. To do this, click and hold the mouse pointer over one of the four sizing-boxes on the corners of the previewed image. Then drag the box to increase or decrease the size of the image.
7. Preview the image again. When you are satisfied with the image, click the **Scan** button.
8. The scanned images will appear in Microsoft Paint (or other WIA application you're using).



FINE TUNING YOUR SCANS

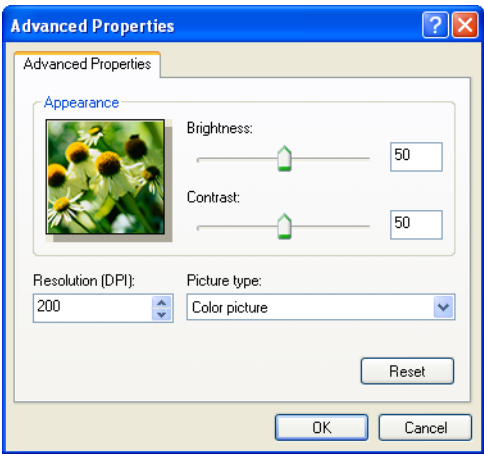
Select new settings before you scan an item to fine tune exactly how you want to scan it.

To select the scanner settings before you scan:



1. On the scan window, click **Adjust the quality of the scanned picture**.

The Advanced Properties dialog box opens.



2. Select the options for scanning.

Brightness and Contrast—Drag the sliders to the right or left to adjust the brightness and contrast of the scanned image. The Contrast setting does not apply to the setting **Black and White picture or text**.

Resolution (DPI)—Click the menu arrow and choose the dots per inch (dpi) of the resolution. The maximum resolution is 600 dpi; the minimum is 50 dpi. The higher the dpi setting, the sharper and clearer the scanned image. However, higher dpi settings take longer to scan and produce larger files for the scanned images.

Picture type—Click the menu arrow and choose the most appropriate type for the item you're scanning.

3. Click **OK**.

The Custom Settings button is now set to scan with the options you selected.

If you want to reset the settings and start over, click **Reset**.

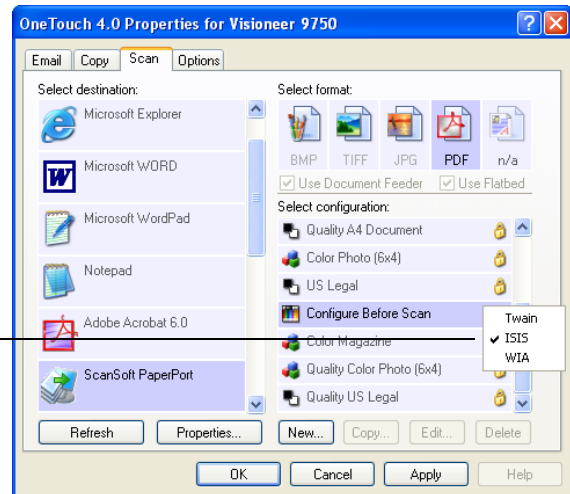
Scanning with the ISIS Interface

The ISIS interface for scanning is available from any OneTouch button that has **Configure Before Scan** set as the Configuration, and ISIS selected as the interface to use.

The interface is also available from ISIS scanning applications. If you are using an ISIS application to scan, please see its User's Guide for the steps to open the interface.

To open the ISIS interface from the OneTouch application, click on the **Configure Before Scan** configuration and select ISIS from the menu.

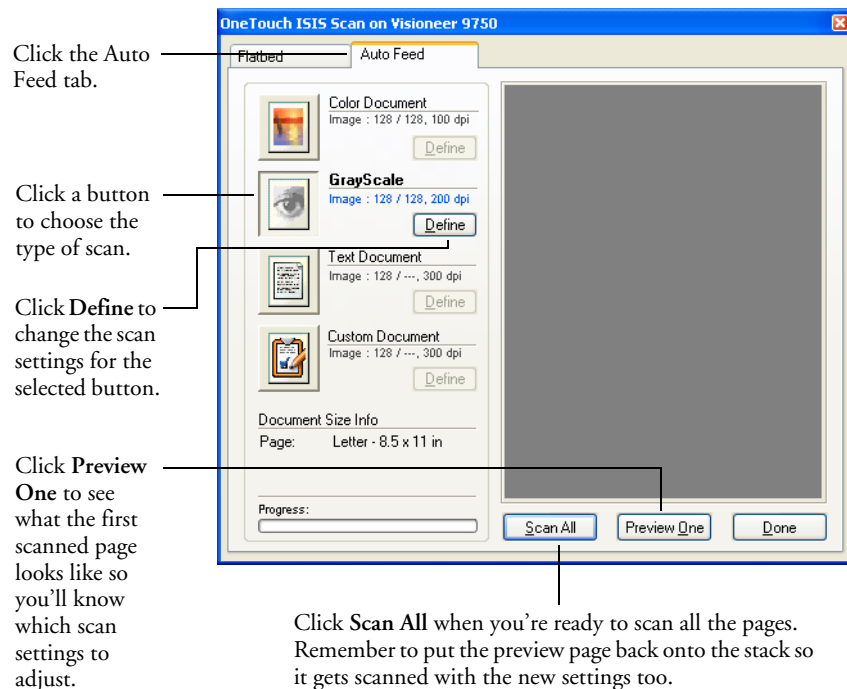
Right-click on Configure Before Scan to get the menu, and choose ISIS to use it as the interface to configure before scan.



When you press the button to scan (the **Scan** button in this example), the OneTouch ISIS Scan window opens. Use this window to scan from either the ADF or the Flatbed, and to select scanning options then start scanning.

To scan with the Automatic Document Feeder:

1. Click the Auto Feed tab at the top of the window.



2. Click the button most appropriate for the item you're scanning.
3. Click **Preview One** to preview the image before scanning.

The image is displayed on the right side of the window.

Note: If you preview when scanning a stack of documents, the first page of the stack feeds through the ADF for the preview. After adjusting the scanner settings, replace that page on the stack so it is scanned with the rest of the pages.

4. Click the **Define** button and adjust the scan settings, if necessary.

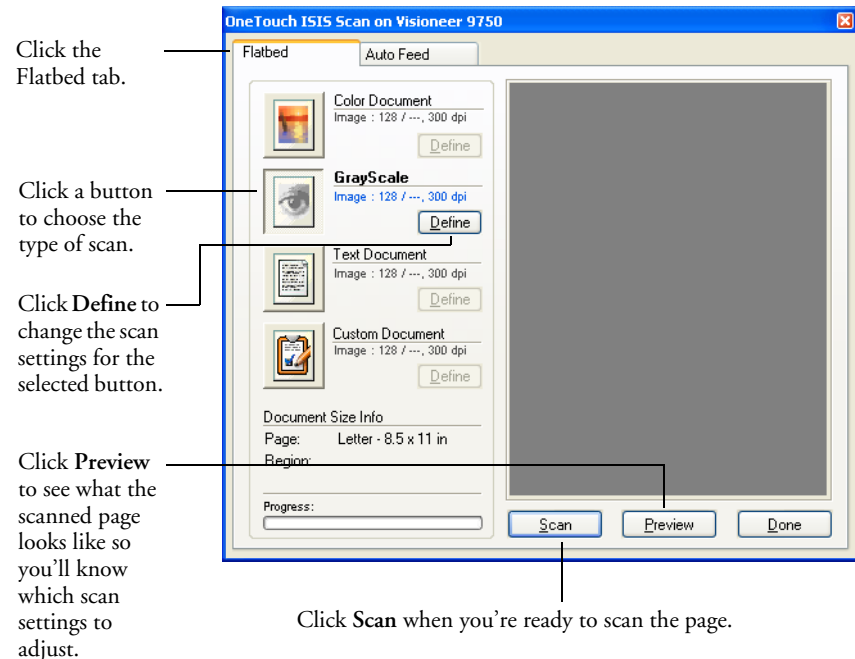
You can also click one of the other scan type buttons if you would rather scan with it. For example, if **Color Document** is selected you can click **GrayScale** in case you decide to scan with it instead.

5. When you're ready to scan, replace the preview page in its original position in your document then click **Scan All**.

The document pages feed through the Automatic Document Feeder and are scanned with the new scan settings.

To scan with the Flatbed:

1. Click the Flatbed tab at the top of the window.



2. Click the button most appropriate for the item you're scanning.
3. Click **Preview** to preview the image before scanning.

The image is displayed on the right side of the window.

4. Click the **Define** button and adjust the scan settings, if necessary.
You can also click one of the other scan type buttons if you would rather scan with it. For example, if **Color Document** is selected you can click **GrayScale** in case you decide to scan with it instead.
5. When you're ready to scan, click **Scan**.
The document is scanned with the new scan settings.

ADJUSTING THE ISIS SCAN SETTINGS

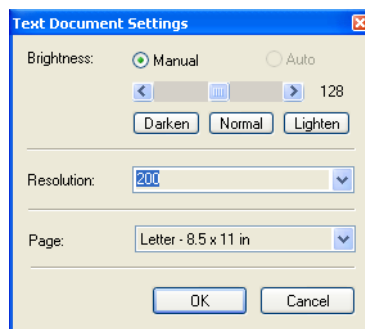
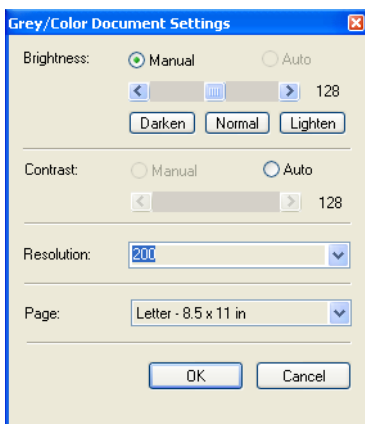
You can adjust the scan settings for the selected type of scan.

Note: Options for the ISIS scan settings that are “grayed out” are not available. Grayed out options are not appropriate for your scanner.

To adjust the Color Document, GrayScale, or Text Document settings:

1. Click the **Color Document** button, the **GrayScale Document** button, or the **Text Document** button, then click the **Define** button.

The dialog box on the left opens for GrayScale Document or Color Document. The dialog box on the right opens for Text Document. A Text Document scan is in Black and White.



Brightness—Drag the sliders or click the arrows to the right or left to adjust the brightness one unit at a time. Click the buttons **Darken**, **Normal**, or **Lighten** to move the slide in larger steps.

Contrast—Contrast is set automatically for Color Document or GrayScale Document. Because the Text Document option scans in Black and White, the contrast option does not apply.

Resolution—Click the menu arrow and choose a resolution (dpi). Your scanner can scan up to 600 dpi.

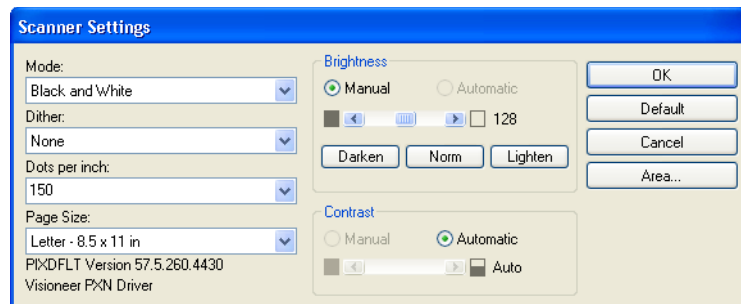
Page—Click the menu arrow and choose a page size.

2. Click **OK**.

To adjust the Custom Document settings:

1. Click the **Custom Document** button and click the **Define** button.

The dialog box for Custom settings opens.



Mode—Click the arrow and choose a scan mode.

Black and White—The scanning pixels are all the same size and are either black or white. Use this setting for letters, memos, pen and ink drawings, and other black and white material. This setting produces the smallest file size for scanned items.

256-Level Gray—Scans the image using up to 256 true shades of gray. Use this setting to scan black and white photographs and other higher quality black and white images. You can also scan a color photo with this setting to turn its colors into gray shades. The file size is about one third the size of a color scan.

24-Bit Color—Scans the image in full color. Use this setting to scan color photographs and other color images. The file size is the largest of the scan mode options.

Dither—Only available if the **Mode** is **Black and White**. Click the menu arrow and choose a **Halftone** option or **Diffusion** from the list.

Halftone—Converts the image so it appears to consist of gray tones. Halftones produce simulated gray tones by using black and white pixels of different sizes and is often used to produce newspaper and magazine images. Use this setting for lower resolution black and white images. The halftone settings also produce small file sizes.

Diffusion—Also converts the image to gray tones, but diffuses the grays to nearby pixels to give the image a grainy, film-like texture. Diffusion is useful for viewing images on a black-and-white screen. The preview image shows the effect of your Dither selection so you can see which one is best for scanning.

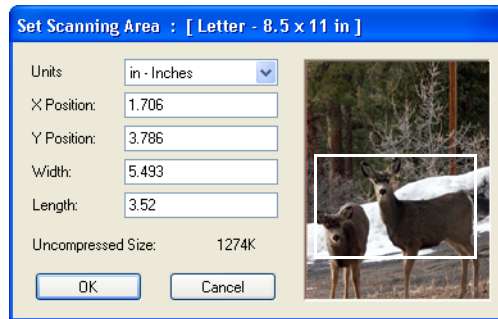
Dots per inch—Click the menu arrow and choose a resolution (dpi). Your scanner can scan up to 600 dpi.

Page Size—Click the menu arrow and choose a page size.

Brightness—Drag the sliders or click the arrows to the right or left to adjust the brightness in small increments. Click the buttons **Darken**, **Normal**, or **Lighten** to move the slide in larger steps.

Contrast—Drag the sliders or click the arrows to the right or left to adjust the contrast. Contrast is set automatically for Black and White.

2. To scan only a specific area of the image, click the **Area** button.
The Set Scanning Area dialog box opens.



3. Click in the image and drag a rectangle around the area you want to scan.

The boxes to the left show the relative position and size of the selected area.

You can now move and resize the rectangle to adjust the specific area to scan.

4. To move the rectangle, put the crosshairs cursor in it, hold down the Ctrl key and drag the mouse.

You can also type new numbers in the boxes on the left.

5. To resize the rectangle, click in the Width or Length boxes and type new measurements.

To set the units of measurements, click the menu arrow for the Units box and choose the measurement units.

6. To start over with a new rectangle, click on the image and drag a new rectangle.

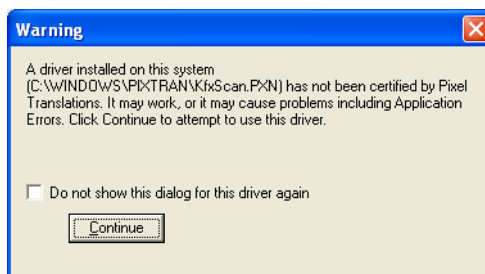
7. When the area is exactly what you want, click **OK**.

Now when you scan with the ISIS interface, only the selected area appears as an image in the Destination Application.

SCANNING WITH ISIS IN OTHER APPLICATIONS

You can also use the ISIS interface from the QuickScan software that you received with your scanner, or from other ISIS applications. Note that the ISIS interface for the other applications may vary from the descriptions provided in this *User's Guide*.

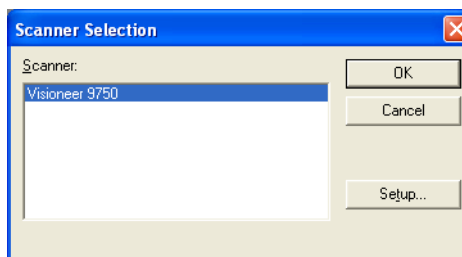
If you open the QuickScan software to scan directly from it, you may see the following warning message:



1. Please disregard this message and click **Continue**.

The ISIS drivers were installed correctly during the installation of your scanner.

The Scanner Selection dialog box will then appear.



2. Select **Visioneer 9750** from the list of scanners and click **OK**.

Your scanner is then ready to work with the QuickScan ISIS driver.

Maintenance

This section contains information about maintenance activities, troubleshooting, uninstalling, technical support, and spare parts.

CLEANING THE SCANNER GLASS

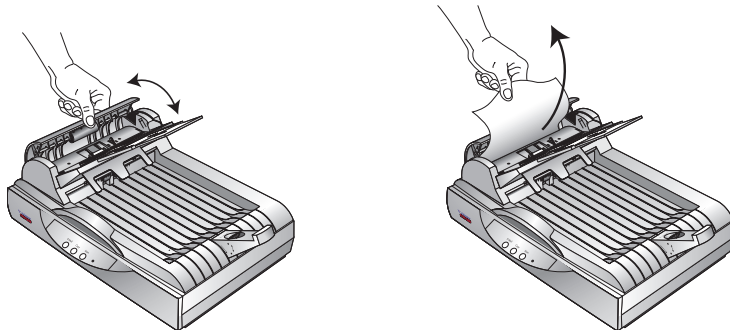
Scanning items that have excessive amounts of dirt or dust may dirty the glass. To ensure the best quality scanned item, wipe the scanner glass with a soft clean cloth to rid the glass of dust or other debris.

CLEARING PAPER JAMS

If your scanner stops scanning due to a paper jam in the Automatic Document Feeder, a warning dialog box appears after a few moments.

To clear a paper jam:

1. Open the Automatic Document Feeder cover.
2. Remove the jammed paper and close the cover.



To reduce the number of paper jams, smooth and straighten paper before scanning, adjust the guides to the paper size, and insert the paper evenly into the ADF.

CARE AND MAINTENANCE

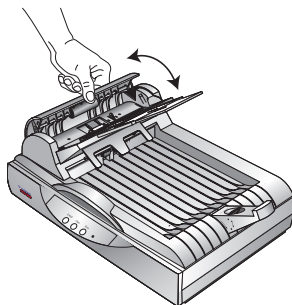
Regular maintenance of your scanner can help to ensure continual optimal performance.

CLEANING THE AUTOMATIC DOCUMENT FEEDER

You may need to clean the ADF feed mechanism if your scanned documents do not feed easily into the ADF, or several feed in at the same time.

To clean the ADF:

1. Wet a soft cloth with some Isopropyl rubbing alcohol (95%).
2. Open the ADF cover.



3. Wipe the feed roller from side to side. Rotate the roller to clean its entire surface.

Note: Please be careful when cleaning the roller. The roller is designed to rotate in one direction only. As you're cleaning the roller, make sure it rotates easily, and continue rotating it in that direction while wiping it clean. Do NOT force the roller to rotate in the opposite direction. Forcing the roller to rotate will damage it, and may cause the scanner to feed pages incorrectly.

4. Wipe the ADF pad from top to bottom. Be careful not to snag the cloth on the springs on either side of the pad.
5. Close the cover when you're finished.

REPLACING THE ADF PAD ASSEMBLY

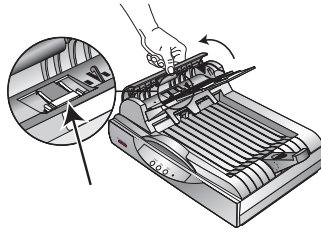
The ADF pad will wear out and is designed to be a user-replaceable part. Problems with documents feeding into the ADF is an indication that the pad is wearing thin.



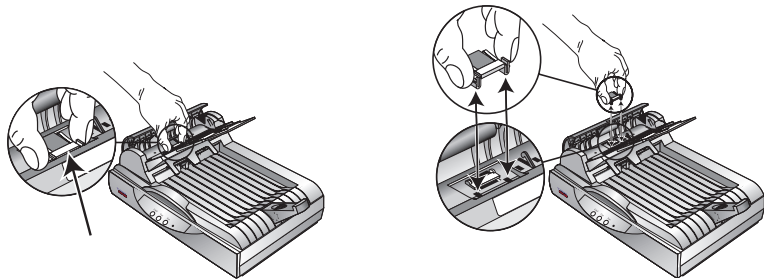
You received a replacement pad in the original scanner box, and you can also order a new one. See the “Visioneer 9750 Scanner Parts List” on page 148 for ordering information.

To replace the ADF Pad assembly:

1. Open the ADF cover. The pad assembly is located inside the ADF.

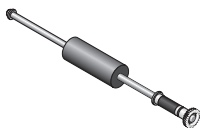


2. Squeeze the plastic clamps that hold the pad assembly in place and lift the pad up and out



3. Reverse the procedure to replace the new pad into its slots.

REPLACING THE ROLLER ASSEMBLY

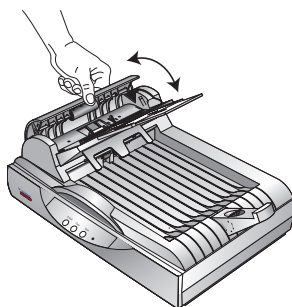


After extended use, the roller may wear out and may need to be replaced. It is a user-replaceable part and can be ordered. See the section, "Visioneer 9750 Scanner Parts List" on page 148 for the part number.

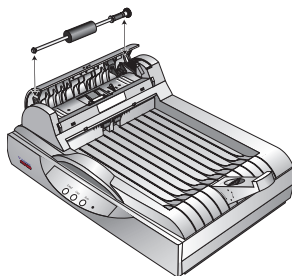
Frequent paper jams are a symptom of a worn roller assembly. A worn roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. In both cases, paper jams may occur. A worn roller should be replaced to avoid damage to the scanner's internal parts. However, before replacing the roller you should clean it first as excessive dust on the roller will make it appear worn and smooth to the touch. You cannot properly diagnose a worn roller until you have cleaned it.

To replace the roller assembly:

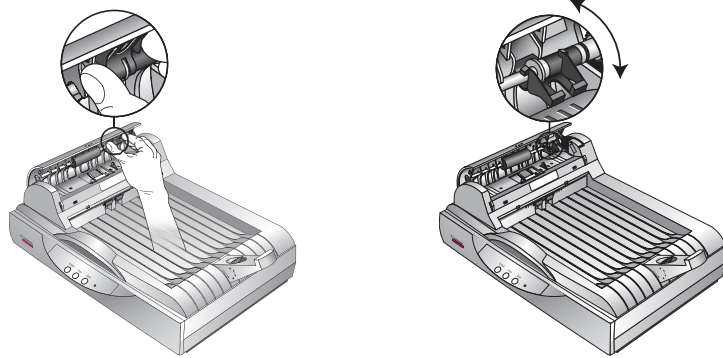
1. Open the ADF cover.



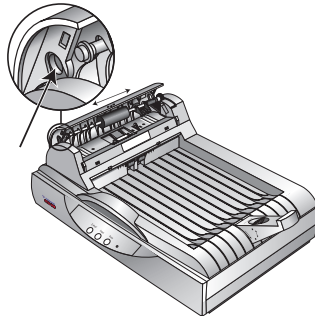
2. The roller is located in the ADF cover.



3. Squeeze the plastic clamp that holds the roller in place, and then rotate the clamp forward until the locking tabs are free from the ADF cover.



4. Gently slide the roller to the right until the left side is free from its mounting hole.



5. You can now angle the roller assembly out and away from its housing.
6. Reverse the procedure to replace the new roller. Make sure both sides of the roller assembly are seated properly into their housings.

TROUBLESHOOTING

In addition to the troubleshooting information contained in this section, please see the Readme file on the installation CD. The Readme file contains additional information that may help you diagnose problems with the scanner.

If you try all the troubleshooting procedures described in this section and in the Readme file, and the scanner still has problems, you may have a malfunctioning scanner. Please see the technical support card that you received with your scanner for technical assistance telephone numbers. Also visit our web site at www.visioneer.com for additional technical information.

Problem: The scanner won't scan. What's wrong?

Check for one of these possible problems:

- **Is a cable loose or not plugged in securely?** Inspect all cable connections. Make sure all the cables are plugged in securely.
- **Are the scanner's status lights on?** Turn on the scanner's power. If the status light doesn't come on, plug the power supply into another electrical outlet.
- **Is the scanner's locking tab in the locked position?** Slide the locking tab to the unlocked position. If you tried to scan with the scanner locked, you must unlock the scanner and then restart both the computer and the scanner.
- **Did you restart the computer after installing the software?** If you didn't restart the computer, it may not have loaded all of the software files. Try restarting your computer.
- **Did you select another TWAIN source for scanning?** If you use multiple TWAIN devices with your computer, you may have selected another source for images. Start the PaperPort software and click the Scan icon on the PaperPort command bar and make sure **Visioneer 9750** is selected as your scanner.

Problem: During installation I got the error message: PaperPort Installation is not complete. What do I do?

The installation procedure was not successful. You need to reinstall the PaperPort software.

Problem: I got the error message: PaperPort cannot allocate enough memory to perform internal critical operations. What do I do?

Close any other active applications so that additional memory is available. If you click Continue, PaperPort moves the file to the PaperPort data directory and renames the file with the prefix “bad.” This allows you to recover the file later.

To recover the file, you can import it into PaperPort by using the Import command in the File menu.

Problem: The installation will not complete successfully. If installation finishes, the scanner’s OneTouch 4.0 options do not seem to work properly. What do I do?

A likely cause is that some driver programs are already installed on your computer for another scanner. They are interfering with the installation and OneTouch options, and you need to remove those other drivers and re-install your Visioneer 9750 scanner. Please see the documentation that you received with the other scanner for the steps to remove its driver programs. You can also use the basic steps in the section “How to Uninstall Your Scanner” on page 145, but instead of uninstalling OneTouch 4.0, uninstall the other scanner’s driver programs. After uninstalling the other scanner’s driver programs, uninstall OneTouch 4.0 using the steps on page 145, then reinstall it using the steps starting on page 10.

Problem: The paper jams the ADF. How can I keep the paper from jamming so often?

To reduce the number of paper jams, smooth and straighten the paper before scanning, and adjust the guides to the paper size. Paper fed into the ADF at an angle can cause the feed mechanism to jam. If paper jams are occurring more frequently, try cleaning the roller with a soft cloth dampened with Isopropyl rubbing alcohol. Excessive dust on the roller

can make it appear worn and will cause issues feeding paper. See “Cleaning the Automatic Document Feeder” on page 136 for cleaning instructions.

Problem: The ADF won't feed pages properly. How can I fix it?

A dirty or worn ADF pad assembly or dirt on the roller can cause documents to feed in skewed at an angle, or multiple pages to feed at the same time. Try cleaning the roller first. See “Cleaning the Automatic Document Feeder” on page 136. If that doesn't solve the problem, the pad assembly may need to be replaced. It is user-replaceable. See “Replacing the ADF Pad Assembly” on page 137 for the steps to replace the pad. You received a replacement pad in the original scanner box, and you can also order a new one. See “Visioneer 9750 Scanner Parts List” on page 148 for the ordering number.

Problem: The paper jams about halfway through the scan. How can I keep this from happening?

Check the Flatbed glass to make sure no items are on it when you scan from the ADF. Multiple items placed on the Flatbed glass will raise the lid slightly, thus preventing the pages feeding through the ADF from touching the glass. When that occurs, the pages are unable to feed back out of the ADF and the pages can jam.

Problem: The motor runs but doesn't feed the paper. How can I fix it?

Make sure the paper is securely seated in the ADF so the paper rests on the rollers. The paper sensor that initiates the rollers to grab the paper may be engaged, but the paper may not be fully in the ADF tray so the rollers cannot grab a page to feed it through.

Problem: The scans from the ADF are always crooked. What do I need to do to get the scans straight?

Make sure to align the paper guides to the edges of the paper. If you are scanning small items that are smaller than the paper guides' minimum adjustment, scan these items on the Flatbed glass instead.

Problem: If the USB cable is disconnected during a scan, the scanner does not reconnect when the USB cable is plugged back in.

Unplug the power cable from the scanner, and then plug it back in.

If the scanner does not reconnect:

1. Unplug the power cable from the scanner.
2. Restart your computer.
3. After the restart is complete, plug the power cable back in.

Problem: How do I uninstall PaperPort?

See the section, “How to Uninstall Your Scanner” on page 145.

Uninstalling does not delete your scanned items, and they remain in the PaperPort Data folder.

STATUS LIGHT TROUBLESHOOTING CODES

The status light indicates the current state of the scanner. Descriptions of the most common patterns are listed below. Contact Visioneer Technical Support if you experience a different blinking pattern.

NORMAL OPERATION

- **Blinking green:** indicates the scanner is waking up from power saving and preparing to scan.
- **Steady green:** indicates the scanner is ready to scan.

ERROR CODES

If your scanner experiences hardware problems, the status light turns to an amber color and will blink. The number of blinks before a 3-second pause indicates the type of error code.

Error Code	Problem Description	Solution
8	Paper jam	See "Clearing Paper Jams" on page 135.
9	Scanner is locked	Make sure the scanner lock is in the unlocked position before the scanner's power is turned on. See the illustration on page 7 for the location of the lock. If the problem persists, contact Visioneer Technical Support.
16	ADF Communication Error	Turn off the scanner and check the connections on the back of the scanner. Make sure the ADF Cable is securely plugged into the body of the scanner then turn the scanner back on. See the illustration on page 7 for the ADF port location.
All Other Codes	An internal part in the scanner may have malfunctioned.	Turn off the power to your scanner, then turn it back on again. If the problem persists, re-boot your computer. If the problem still persists, contact Visioneer Technical Support.

HOW TO UNINSTALL YOUR SCANNER

To uninstall the Visioneer 9750 scanner, remove the OneTouch 4.0 scanner software first, and then remove PaperPort, or other scanner software.

STEP 1: UNINSTALL THE ONETOUCH 4.0 SCANNER SOFTWARE

1. On the Windows taskbar, click **Start**, point to **Settings**, then click **Control Panel**.
2. Double-click the **Add or Remove Programs** icon.
The Add or Remove Programs window opens.
3. Select OneTouch 4.0 then click the **Remove** button.
4. An “Add or Remove” message box opens and asks if you are sure you want to remove OneTouch 4.0 from your computer. Click **Yes**.
The OneTouch 4.0 software is removed from your computer.
5. **Unplug the scanner USB cable.**
6. Close all open windows and reboot (restart) your computer.

STEP 2: UNINSTALL THE PAPERPORT SOFTWARE

1. On the Windows taskbar, click **Start**, point to **Settings**, then click **Control Panel**.
2. Double-click the **Add or Remove Programs** icon.
The Add or Remove Programs window opens.
3. Select **PaperPort** and click **Remove**.
4. An “Add or Remove” message box opens and asks if you are sure you want to remove PaperPort from your computer. Click **Yes**.
The PaperPort software is removed from your computer.
5. Close all open windows and reboot (restart) your computer.

TO INSTALL ANOTHER DRIVER

Before you can install another driver for your scanner, you must remove the currently installed driver first. Then the new driver can be installed.

1. Uninstall the OneTouch 4.0 driver.
 - a. Open the Windows Control Panel.
 - b. Double-click the **Add or Remove Programs** icon.
 - c. Select OneTouch 4.0 then click on the **Remove** button.
 - d. An “Add or Remove” message box opens and asks if you are sure you want to remove OneTouch 4.0 from your computer. Click **Yes**.

The OneTouch 4.0 software is removed from your computer.
2. **Unplug the scanner USB cable.**
3. Reboot (restart) your computer.
4. Follow the instructions in “Step 2: Install the Software” on page 10 of this User Guide and follow steps for installing one of the other driver options.

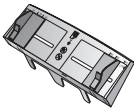
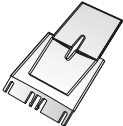


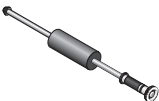



Note: The OneTouch 4.0 driver is required for the scanner's buttons to function. If you select a driver without OneTouch 4.0, the scanner buttons will not initiate scanning.

VISIONEER 9750 SCANNER SPECIFICATIONS

Bit depth	True 48-Bit color (internal), 16-Bit gray (internal), 1-Bit line art/text
Scanning resolution	Optical resolution: 600 x 1200 dpi
Maximum item sizes	ADF Mode 8.5 x 14 inches (21.6 x 35.6 cm) Flatbed Mode 8.5 x 11.69 inches (21.6 x 29.7 cm)
ADF scanning speed	Up to 20 pages per minute @ 200 dpi B&W
ADF capacity	50 pages
Light source	Cold cathode fluorescent lamp
Interface	USB 2.0 High Speed; compatible with USB 1.1
Scanner dimensions	
Height	10.0 inches (25.4 cm)
Width	11.69 inches (29.69 cm)
Length	19.63 inches (49.86 cm)
Weight	11.1 pounds (5.03 kg)
Operating temperature	50°–104° F (5°–35° C without condensation)
Relative humidity	20%–80% (@35° C without condensation)
Power adaptor	DC Jack, 24Vdc/2.0A (48W), 100-240Vac, Energy Star and RoHS compliant
Power consumption	≤ 40 Watts (during operation) ≤ 25 Watts (on standby) ≤ 6 Watts (power save after 15 minutes without scanning, can be adjusted by software) ≤ 1 Watt (power off)
Power cord	AC, US, 3P, 10A/125V, 180 cm, 3C, 18AWG, RoHS compliant
USB cable	185 cm, 28AWG, with core, RoHS compliant
Safety and agency certifications	UL, C-UL, FCC Class B, CE, WEEE
Hardware warranty	One-year limited warranty

VISIONEER 9750 SCANNER PARTS LIST

Please use the following part names and numbers when ordering replacements for your Visioneer 9750 scanner.

	Part Name	Part Number
	Paper guide assembly	57-0097-000
	Paper guide extension	57-0098-000
	Paper stopper assembly	57-0099-000
	ADF Pad assembly	57-0100-000
	Roller assembly	57-0110-000
	USB cable	35-0061-100
	AC power cord	35-0103-000
	Power supply	37-0076-000

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